

Curriculum Vitae

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Summary:

- Great interpersonal skills when working in a team and building rapport with Clients.
- Solid understanding of Excel, Word and Powerpoint.
- Experience using Salesforce to store customer customers data.
- Focused and will strive to exceed targets and KPI's.
- Developed strong problem solving skills through my current role supporting online software and apps.
- Good analytical skills which helps me to see trends in data or performance. I have developed this skill through my current role as a support agent as one of our duties is to identify common issues and prioritise them in order of highest importance to the business and their clients.
- Writing training articles and sharing my knowledge with colleagues.
- A big interest in modern technology and apps. I am interested in learning more about the development and maintenance of online software and applications.

Work History:

January 7th 2019 – Present: Technical Support Advisor / Support Agent at Fourth Hospitality.

Fourth is a market leader in software aimed at the Hospitality Industry. They provide applications and online software for Thousands of Restaurants, Hotels and bars worldwide.

- Required to have a high level of knowledge of the systems we provide which includes HR, Rotas, Labour Productivity, Data Analytics, Applicant tracking systems, time and attendance machines, Payroll and Pensions.
- We supply knowledge to customers about how to use the system and also to determine the root cause of issues affecting the software. This could range from anywhere between front end settings and back end configuration to identifying bugs and problems with functionality.
- I am required to meet and exceed KPI's given to myself for things such as cases closed, Net promoter scores e.t.c.
- Working to establish new processes in all areas of the role.
- Assisting managers with calls with clients.

September 2018 – 14/11/18: Temporary Advisor at Paystream Accountancy Services

My responsibilities included:

- Solving queries from contractors via email and phone email
- Advise contractors of HMRC documents and issuing P45's.
- Doing tax calculations for contractors.
- Completing 'work lists' to meet day to day targets.
- Solving payslip issues.

September 2017 – August 2018: Full Time Technical Support Advisor

My Responsibilities included:

- Solving complicated billing and account related issues for customers.
- Running diagnostic tests to identify faults affecting broadband and landlines and assigning engineers.
- Calculating and processing refunds for customers.
- Taking payments.
- Meeting challenging KPI's.
- Ensuring a worry free experience for the customer.

Education:

September 2015 – June 2017: Studied A levels at Cheadle Hulme High School Sixth Form

- B in Economics
- C in Physics
- D in Psychology

- **September 2010 to June 2015: Studied GCSE's at Cheadle Hulme High School**

- Grade A: Maths, Biology, Chemistry, Physics, Psychology and Business Studies
- Grade B: English Literature, English Language and French
- Grade C: Geography

References Available upon request.