



Matthew Stadler Helpdesk Agent

Location : klerksdorp

Number: 078 923 1538

Personal info

As a dedicated and empathetic Help Desk Assistant with 8 months of experience in the ISP industry, I have honed my skills in providing exceptional customer support and resolving complex technical issues. While I may not possess an N+ certification, my ability to learn quickly and adapt to new challenges has allowed me to excel in handling a diverse range of tickets. My approach to customer care emphasizes active listening and a commitment to go the extra mile, ensuring that while not all customers may be completely satisfied, they feel heard and valued. In addition to my problem-solving abilities, I bring a creative mindset to daily tasks, constantly seeking innovative ways to enhance efficiency and streamline processes. My combination of technical expertise, customer-oriented focus, and continuous improvement mindset makes me a valuable asset to any help desk team.

Core Skills

- Technical expertise: Proficiency in troubleshooting and resolving complex issues related to ISP services and technology.
- Customer service: Strong commitment to customer satisfaction, active listening, and effective communication.
- Problem-solving: Ability to analyze and find solutions to technical and customer-related challenges.
- Training and mentorship: Experience in training and supporting new team members, fostering a collaborative work environment.
- Adaptability: Flexibility in taking on additional responsibilities and adjusting to new situations or environments.
- Teamwork: Proven ability to work well with others, collaborating and contributing to shared goals.
- Continuous improvement: Dedication to enhancing efficiency and streamlining processes, fostering a growth mindset.
- Time management: Efficiently managing multiple tasks and priorities in a fast-paced work environment.

Career Summary

July 2022 - Present | Herotel Internet Service Provider, Klerksdorp

Help Desk Assistant

Overview:

As a Help Desk Assistant, I provide exceptional customer support and resolve technical issues for the ISP's clients. In addition to handling a diverse range of tickets, I take on the responsibility of training and supporting new team members, always striving for continuous improvement in my role.

Key Responsibilities:

- Actively listening to customer concerns and providing effective solutions
- Troubleshooting and resolving complex technical issues
- Training and mentoring new team members
- Assisting with tickets when team leads are occupied with other agents
- Continuously seeking innovative ways to enhance efficiency and streamline processes

Key Achievements:

- Rapidly learned and adapted to new challenges, despite not possessing an N+ certification
- Developed unique approaches to daily tasks, improving overall efficiency
- Built a reputation for going the extra mile to resolve difficult tickets and ensure customer satisfaction
- Gained valuable experience in training and supporting new team members, fostering a collaborative work environment
- Demonstrated strong teamwork and adaptability by assisting with tickets when needed

Aug 2021 - July 2022
aluminum, Klerksdorp

Novac glass and

Foreman/Manufacturing

Outline

Overview:

As a Foreman, I manage a team of 7 in the manufacturing department, ensuring efficient operations and meeting project deadlines. My responsibilities also extend to filling in for absent drivers and installers, meeting with customers for measurements, designing vinyl cuts for sandblasting, and reporting directly to the owner/director.

Key Responsibilities

- Scheduling and delegating tasks to optimize project timelines
- Motivating the team and working late to meet deadlines
- Identifying underperforming areas and implementing improvement plans
- Collaborating with the team in manufacturing processes
- Training new staff members
- Opening and securing the factory premises
- Coordinating with suppliers for material procurement

Key Achievements

- Rapidly progressed from an entry-level position to Foreman within 4 months
- Developed from a novice to an intermediate-advanced aluminum manufacturer
- Achieved 90% positive customer feedback
- Successfully trained 3 new staff members
- Reduced manufacturing time by 20%
- Enhanced staff relations and teamwork

Jan 2020 - Jun 2021

A2Z bargains , klerksdorp

Sales Manager

Outline

As a team leader for a group of 8 sales representatives, I was responsible for efficiently scheduling and delegating tasks, addressing customer concerns, and maintaining open lines of communication with the general manager to ensure smooth operations and optimal performance.

Education

- NSQ | Stilfontein hoër | Nov 2017
- Diploma | Persone institute of higher learning | 2019 - in progress

Additional

Software

- Microsoft Word
- Microsoft Excel
- Microsoft Powerpoint
- Microsoft Access
- Microsoft teams
- Google mail / outlook
- Adobe illustrator
- Vs code
- Winbox

Hardware

- Desktops
- Printers
- Routers
- Double header
- Groove machine
- Crimping machine
- Cnc machine
- Drills

Programing Languages

- HTML
- CSS
- javascript

Languages

- English
- Afrikaans

