

Dylan Metcalf

PERSONAL DETAILS

Address:
3 Morwellham Cottages
Tavistock
Devon
PL19 8JL

Email: Dylan.metcalf15@gmail.com

LinkedIn: <https://www.linkedin.com/in/dylan-metcalf-7595781b3/>

PERSONAL SUMMARY

I have recently completed a degree in Criminology at university, graduating with an upper division second class. I am a self-motivated hard-working individual who works efficiently where required while keeping calm under pressure. I am a good listener that aims to learn quickly in new environments, striving to complete any set task to the highest standard, working methodically to complete tasks and use my initiative when needed. Friends and fellow workers consider me friendly and goal focused, qualities that enable me to work well in team situations and individually.

EDUCATION

Sep 2017 – Jun 2020	Upper Second Class Honour (2:1) in Criminology, University of the West of England <ul style="list-style-type: none">Experienced in Microsoft application such as Word, excel, and powerpoint.Achieved 1st class in a number of modules.
Sep 2016 – 2017	Plymouth City College, Plymouth Forensic Science – Distinction
Sep 2014 – Jun 2016	Tavistock College Sixth Form, Tavistock A-Level English Literature (D), A-Level Philosophy & Ethics (D), & A-Level History (C)
Sep 2009 – Jun 2014	Tavistock College, Tavistock 12 GCSE grades B-C (Including Maths, English, Science, Spanish, IT, History, Geography, and RS)

EXPERIENCE

Sept 2016 – Present **Service Engineer & Office Administrator at New Generation Energy**

Service Engineer:

Role involves the installation and service of a range of electrical and heating renewables including; wind turbines, air & ground source heat pumps, solar, and battery systems.

- Know how to work efficiently as a team; from following mechanical installation and service procedures, to the simple tasks of manually lifting heavy equipment.
- Completed working at heights course to climb turbines therefore, I have a sound understanding of health and safety procedures behind this role.
- The role has vastly developed my knowledge in the mechanical field over the 3-year period of part time and full-time work, in terms of tool terminology and use. Moreover, when mechanical issues present themselves my mechanical resolution processes have improved paramount.
- Configured wind turbine and solar inverters through relevant computer applications, setting parameters to increase the products generation.
- Utilized computers applications and apps required for battery system configuration and commissioning.
- Communication skills are high subject to working with high cost demanding customers, requiring high levels of professionalism throughout the installation or service processes.

Office Administrator:

Role revolves around providing office hour support for existing and new clients, creating quotations for future works, organising the outstanding work in a realistic timeline for the clients and engineers, focusing on the logistics of outstanding work to ensure it can be completed for example; transport of parts and correct lifting equipment hire for larger machines, and invoicing clients for completed works.

- Handled customer queries regarding mechanical and technical issues, solving issues that can be achieved remotely or arranging site visits for more serious problems.
- Secured high value services and refurbishments of customer renewables through acceptance of quotations.
- Secured service deals with new clients through email and phone contact.
- Completed service quotes and reports when completing work to inform the customer of the service provided and keep a timeline of their product.
- Created spreadsheets on Excel to keep a timeline of wind turbine customer service dates, to know when their next service is due.
- Experience in using QuickBooks accounting software to invoice clients.
- Written case studies for the website reviewing installations of renewable products in client's homes.

Sept 2018 – June 2019

Customer assistant at Papa John's Pizza, Bradley Stoke

My role as a customer assistant at Papa Johns required me to take orders from customers in store, answer telephone calls and record orders, assist in topping the pizzas, and deliver the pizzas when necessary.

- Gained customer service skills in the fast food sector, providing a service to a range of customers.
- Tried to drive sales where possible by highlighting special offers to customers, in store and over the phone.
- Was responsible for till transactions, stock control, and preparing fresh toppings.
- Handled complaints from customers aiming to find a solution that works for the customer and business.

July 2016 – August 2016

Factory worker at Spicer Designs

Job role was based in factory that produced floral foam designs, working in a number of roles throughout the 2 months there. The most consistent role involved working on the cutting saw to make foam shapes.

- Successfully worked as part of a factory line where time management was essential to complete the tasks for the day.
- Work was always completed to a high standard with a clear focus on quality control and care with foam products.
- Was trusted by my employer with the cutting saw, where knowledge of the health and safety behind this equipment was required.
- Gained the skills and understanding of how a production line meets its demands on a day by day basis.

VOLUNTEERING

Jan 2020

Volunteer Walker at Feed the Homeless, Bristol

- Distributed hot drinks, food, toiletries and other essentials to those in need as part of a group.
- In this role it was necessary to be kind and compassionate towards those who needed help.
- Understanding that their situation is very different from your own and valuing that it is crucial to help those less fortunate.

HOBBIES

I am an avid gamer owning a console, with games playing a large part in my childhood while also owning a personal computer that I built myself. My constant interest in technology is the reason for my recent focus on IT as a career, which will provide scope for

a potential future in the field of cybersecurity. I enjoy keeping fit and always strive to push myself both fitness wise and in many other aspects of my life. I enjoy running and have previously taken part in the Bristol half marathon furthermore, football is a keen hobby of mine and I have previously played for a university social. I am focused on improving and learning to expand my skill base for the future however, I believe that having a consistent social life that involves seeing friends and family in your spare time is important.

REFERENCES AVAILABLE ON REQUEST.