CURRICULUM VITAE

NAME: Daniel Young

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PERSONAL PROFILE:

A bright, conscientious and strong communicator looking to gain my first steps into a career in Software Development. Works well individually and also in team situations, able to take a brief and work accordingly with little instruction. Degree qualified in Business Administration and management and also BTEC educated in Cisco networking.

TECHNICAL SKILLS

Microsoft Word, Microsoft Excel, Microsoft PowerPoint, GDPR, HTML, CSS, Bootstrap Cisco, Small networking, Troubleshooting, Active Directory, Office 365 and Time management.

EDUCATION:

2013-2016
Chester University
Degree: BA (Hons) Business Administration and Management

2008-2010: Riverside College Runcorn campus
BTEC National Diploma for IT Practitioners

2003-2008: The Heath School, Runcorn
9 GCSE's

Microsoft E-Learning
Microsoft word 2010 beginner, intermediate and advanced

Microsoft Outlook 2010 beginner, intermediate and advanced

WORK EXPERIENCE:

Aug – Oct 2016

Customer service agent Scottish Power (Capita)

Working on the Scottish Power direct debit and customer service team as a 1st line support agent. Dealing with customer details, finding solutions to account and payment issues, managing DPA and processing payments.

January – August 2017

Customer Experience Advisor First Group

Telesales advisor for various train companies selling tickets under the First Group umbrella. giving travel advice and answering customer questions in regards to their orders and terms and conditions.

July – February 2019

Merseyflow Customer Service Representative

Understanding customers' needs and determing the appropriate course of action in line with agreed standard operating processes. Registering new accounts & administration of existing accounts. Processing payments over the phone and Setting up recurring payments (e.g. direct debit) over the phone. Processing Penalty Charge Notices.

February – Present

HTS Group IT Technician

Diagnose, repair and maintain hardware and software components to ensure the smooth running of computer systems. Active directory and Office 365 user management.

HOBBIES AND INTERESTS:

Web Development – Currently learning HTML5, CSS and Javascript to create websites and learn a programming language. Enjoy playing football and Dungeons and Dragons.