

Luke Willmore

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Personal statement

I am a compliant and responsible person seeking an position in a Front End Web Developer role, in which I will use my organizational and communicational skills to my full advantage. Skills that I have developed through my involvements with companies that I have worked for.

I believe that I am a critical thinker with strong analytical skills; I connect with everything surrounding me; I seek out new responsibilities irrespective of rewards and recognition; I strive for quality in everything that I do.

Skills:

- HTML
- CSS
- Javascript
- IT Support
- Microsoft Server 2012 / 2016
- Active Directory
- Exchange Server 2013
- Group Policy
- Windows OS (7, 8, 10)
- Linux OS (Mint, Ubuntu, Debian)
- Veeam user backups

Work Experience

IT Support Engineer, Resolve Information

12/2019 - Present

Responsibilities & Achievements

1st and 2nd line remote, telephone and on-site support

Communicating with customers, providing technical advice and assistance

Building relationships with clients

Prioritising and organising workload

IT Administrator, Specsavers

03/2019 - 12/2019

Responsibilities & Achievements

I provided first and second line support to staff members for all issues with desktop and laptops in an office environment. I help to manage active directory accounts, including creating and deactivating users.

I provided advice and guidance on mobile network and devices, including configuration of mobile handsets for email. I work alongside the IT Manager to carryout project work including help with the specification and implementation.

I directly manage production and non-production system builds, backups and maintenance whilst also maintaining the printer infrastructure, ensuring high up-time of all devices.

I analysed, troubleshooted and facilitate resolution of system / telecommunication related issues and I acted as the primary technical support for onsite end users, resolving all technology, hardware and software issues to resolution.

IT Support Technician, Speller Metcalfe

06/2018 - 02/2019

Responsibilities & Achievements

I provide first and second line support to Speller Metcalfe staff for all issues with desktop and laptops both in office and site locations. I help to manage active directory accounts, including creating and deactivating users.

I provide advice and guidance on mobile network and devices, including configuration of mobile handsets for email. I work alongside the IT Support Manager to carryout project work including help with the specification and implementation.

I am in charge of updating and maintaining all the software and assets within the IT department into the CRM system.

Network & CRM Administrator, Bamboo Marketing Ltd

08/2017 - 06/2018

Responsibilities & Achievements

I am responsible for ensuring all systems are working without issues and being the 1st line support for computer issues. I work with alongside the CRM Developer to bring out new updates to the CRM systems used here.

I set up new client software within the Contact Centre providing PC and Network support for internal users whilst supporting external users with any issues that they face with our reporting system (Qlikview).

One of my roles is ensuring that Active Directory is up to date, this is due to our anti virus connecting to AD to push out updates via Group Policy.

I manage and maintain the servers and computers that we use internally, we use Windows 7 / 10 for end users whilst all CRM systems and websites are hosted on a Debian server. Our AD is set up on a Windows Server 2012 whilst Qlikview is managed on Windows Server 2008.

I created a ticketing system that is accessible via our CRM system to allow users to log support tickets, this was built on our Debian server, for a wide range of internal and external applications (CRM systems, Pinnacle, RTC).

I manage the purchasing of any IT equipment, such as servers and machines that I set up before releasing into the contact centre, these could be Debian Servers or Windows Servers.

Throughout my time at Bamboo Marketing, I also was a Customer Care Consultant and then I was promoted to Team Leader however the position for Network and CRM Administrator became open

and it was my passion for IT that persuaded me to apply for the role.

Team Leader, Bamboo Marketing (Worcester) Ltd

04/2017 - 08/2017

Responsibilities & Achievements

I looked after a team of 10 people where I ensured that the team worked together to answer all inbound and outbound calls whilst maintaining high performance results and good quality. I was the first point of contact for dealerships to contact us if there were any issues or queries.

I helped to train new starters within the company and upskill current telemarketers.

Team Leader, Bamboo Marketing Ltd

04/2017 - 08/2017

Responsibilities & Achievements

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Customer Care Consultant, Bamboo Marketing Ltd

02/2016 - 03/2017

Responsibilities & Achievements

At Bamboo Marketing, my role is to act as a vehicle dealership's booking department, my main campaign is for Vindis, Volkswagen, calling their customers to get them booked in for the VHC (Visual Health Check) work that were advisories when they last came in, trying to overcome objections. I have high level of compliance, conversions and customer contact. I have hit the highest bonus for 3 out of 5 months, the other 2 months, I hit the 2nd highest.

Business Development Executive, BCG

08/2015 - 02/2016

Responsibilities & Achievements

At BCG, I was the internal account manager for Scotland and Northern England, I was responsible for taking dormant accounts and turning them into live and trading with the company and developing low spend accounts into higher spending accounts.

Apprenticeship Co-Ordinator, Skills for Security

02/2015 - 08/2015

Responsibilities & Achievements

At SfS I was in charge of getting employers to take on Apprentices, managing their e-portfolios and advising employers on costs, benefits and advantages of hiring apprentices.

Accounts Assistant, Titania LTD

09/2013 - 01/2015

Responsibilities & Achievements

Whilst at Titania, I was responsible for assisting and maintaining customer accounts, general administration and data analysis.

Qualifications

Christopher Whitehead Language College

2007 - 2012

GCSEs:

- English Language - B
- English Literature - C
- Mathematics - C
- Science - C
- Art - B
- ICT Dida Lvl 2 - C
- ICT Functional Skills Lvl 2 - C

OCR

2013 - 2014

Level 2 NVQ Certificate in Business and Administration (*Pass*)

City And Guilds

2015 - 2015

Sales NVQ (*NVQ Certificate*)

QCF

2017 - 2018

Level 2 Diploma in Team Leading

QCF

2016 - 2017

Level 2 Diploma in Sales

Code Institute

2020 - 2021

Full Stack Developer Diploma