

CURRICULUM VITAE

With a strong foundation in customer and IT support, I'm now eager to move my career into front-end development. My experience has honed my communication skills, technical knowledge, and problem-solving mindset, all of which I believe are valuable assets for crafting exceptional user experiences in front-end design. I have invested time in learning IT and web technologies, both through work experience, as well as dedicated coursework, and I am committed to staying updated with the latest trends. My unique blend of customer-oriented empathy and technical prowess positions me to excel in this dynamic field, and I'm excited for an opportunity to gain new valuable skills in web development.

PERSONAL DETAILS

NAME: Vytautas Venckunas
RESIDES: Nottingham
CONTACT DETAILS: (M) 07549 351267
(E) v.venckas@gmail.com
LINKEDIN PROFILE: <https://www.linkedin.com/in/vytautasvenckunas-14ab51187/>

CAREER HISTORY

Aug 2022 - Now

POSITION HELD:

Peppermint Technology

Customer Support Analyst

- Provide B2B customer service by supporting specialised CRM software for law firms
- Work with in-house-built software as well as Microsoft-based Dynamics CRM and Power Platform systems
- Perform IT operation tasks such as maintaining AD databases, running SQL scripts and managing servers
- Liaise between law firms, Microsoft and internal developers to deliver client solutions
- Connect remotely to end-user and IT support team machines to troubleshoot issues and provide guidance

Jun 2021 - Aug 2022

POSITION HELD:

StratumFive

Technical Support Engineer

- Provided first-line support to a world-wide user base of naval officers and digital support personnel
- Assisted in remote physical troubleshooting of hardware onboard vessels using an extensive manual database
- Remotely investigated issues relating to the internet, radio, and digital satellite signals of specialised software
- Maintained an extensive database of registered vessels on a proprietary CRM system.

Jul 2020 – Jun 2021

POSITION HELD:

UNiDAYS

Customer Service Specialist

- Guided customer membership experience by assisting in verification, perk redemption login and more through an email/ticket system
- Handled customer enquiries in various languages using in-built tools and self-directed problem-solving skills
- Worked irregular shift patterns to ensure prompt around-the-clock service to various time zones around the globe
- Worked within a team to ensure massive numbers of customer enquiries were handled quickly and efficiently

Feb 2020 – Jul 2020

POSITION HELD:

Specsavers

DVLA Customer Service Specialist

- Worked in a team to assist customers over telephone and e-mail
- Answered customer enquiries, regarding procedures and appointments, as well as signposting customers to appropriate stores and colleagues around the country
- Dealt with customer complaints and feedback in a respectful and appropriate manner
- Performed QA on customer test results and communicated with colleagues in various Specsavers branches, as well as government DVLA offices

EDUCATION

2015 – 2019

Nottingham Trent University

MSc Cyberpsychology (Grade: Commendation)

BSc (Hons) Psychology with Sociology (Grade: 2:1)

2011 – 2015

Queen Elizabeth's Academy

Three A-Levels

Nine GCSEs (Grade: A – C)

2020 - 2021

IT Career Switch Ltd

IT Technician Traineeship

CompTIA A+ 220-1101 & 1102 certifications

SYSTEMS EXPERIENCE

- Windows desktop systems, install, patching, troubleshooting, hardware replacement
- Extensive experience with the Microsoft Office suite
- Thorough understanding of computer, networking and security concepts
- Working knowledge of Windows 7, 8/8.1, 10, Windows Server 2016, Active Directory, PowerShell, Remote Access/Desktop and VMware