

Curriculum Vitae – James Greaves

Personal

4 Norbreck Avenue
Cheadle
SK8 2ET

07790 444 222
jgreavesei@gmail.com

Education

2000 – 2001	Aquinas Nangreave Road Stockport SK2 6TH	A/S Level	Technology History Information Technology	First Year Completed First Year Completed First Year Completed
1995 – 2000	St. Bedes Collage Alexandra Road Manchester M16 8HX	G.C.S.E	English Language English Speaking and Listening Mathematics History Technology Geography French Religion	B C C B B C C C

Work Experience

September 2014 – Present

Broadband Technical / Provisioning / Sky Q & Billing / Sky Glass & Stream (Full Time)

Sky

2 Lawrence St, 4th Floor, Stockport, SK1 1DL

During the last 8 and a half years of my employment at Sky, I have gained an extensive knowledge in all aspects of end-to-end Broadband and Talk provisioning. I have recently been upskilled onto FTTP provisioning and technical training, ensuring that I can now resolve issues for all broadband products that Sky offer. I consistently ensure that effective and timely communication is maintained with the customer, by delivering on my MHR deadlines with regards to timely callbacks/updates.

The applications that I am proficient in are: SPM, Penfold, Earnest, Openreach SIEBEL, VMJ, Sirius and Openreach E-chat. I also use MS Packages including: Word, Excel, Outlook, Teams and PowerPoint on a regular basis.

As well as Broadband Technical and Provisioning calls, I also resolve a wide variety of other products and services such as: Sky+, Sky Q, Sky Glass, Sky Stream, Billing, Sky Go, IDM, My Sky App, Sky.com, Sky Apps and all other aspects of the Sky platform.

July 2009 – Sept 2014

General Manager (Full Time)

The Moor Suite

35 Heaton Moor Road, Heaton Moor, Stockport, SK4 4PB

My role as General manager varied from day to day. I was responsible for up to fifteen staff members at any one time. The main duties included: stock replenishment, staff payment, meeting potential customers, taking bookings, bar management, cleaning, liaising with musicians and entertainers, and the preparation and service of meals and buffets.

May 2013

Driver (Part Time)

Manheim Auctions

Richmond Road, Trafford Park, Manchester, M17 1RE

As a driver for Manheim, I was responsible for the preparation of the sale and driving the vehicles through the auction hall. I drove a wide variety of vehicles from small sports cars, to long wheelbase vans.

August 2008 – July 2009

Night Shift Fork Driver (Full Time)

B&Q Plc

Georges Road, Stockport, SK4 1DR

During my employment at B&Q I worked as a night shift employee. I replenished stocks and conducted stock takes. I then passed my Bendi Fork lift truck License, which enabled me to work in the warehouse and the loading bay. I unloaded trucks and lifted pallets onto the shop shelves throughout the night.

August 2007 - August 2008

Lead Generator (Part Time)

Condenseheat Ltd

Crossley Road, Stockport, SK4 5BF

My duties at Condenseheat consisted of making and receiving calls regarding the sales and installation of boilers. I had certain targets to adhere to such as: the amount of calls made and received, the generation of leads for the sales team and liaising with engineers.

September 2006 – August 2007

Customer Service Advisor

NTL Ltd (Virgin)

Roundthorn Industrial Estate, Wythenshawe, Manchester, M23 9TL

I was an inbound customer service advisor, taking calls from customers regarding new installations and services. I also made and received calls from engineers out in the field, sending activation codes to set top boxes and sorting any issues which may arise, such as cancellations or missed installations. It was a busy, fast paced environment handling between fifty and a hundred calls a day.

May 2003 – September 2006

Manager (Full Time)

Birthday Bouncers/All the Best Marquees

92a Heaton Moor Road, Heaton Moor, Stockport, SK4 4NZ

I was employed as the Office Manager for Birthday Bouncers and All The Best Marquees. I oversaw a small team who took bookings over the telephone and online. I was responsible for: staff banking and payroll, planning the drivers' routes according to areas and party times, and dealing with customer escalations. I was also in charge of marketing, including mail shooting all schools and businesses in the surrounding area to generate leads.

July 2001 – May 2003

Office Manager (Full Time)

AI Communications

92a Heaton Moor Road, Heaton Moor, Stockport, SK4 4NZ

I was responsible for the day to day running of a small sales team. My main duties included: target driven sales, telesales, database management and input, faxing, filing, photocopying, mailing, producing spreadsheets and texting businesses promoting special offers and discounts. I had to adhere to monthly sales targets and work to strict deadlines.

Skills

Full Clean UK Driving License
Bendi Fork Lift Truck License
BIIAB Beer and Cellar Quality
BIIAB Personal License
NVQ Level 2 Health and Safety
Microsoft Office IT Systems
Customer Service/ Telesales Skills
Technical Troubleshooting

Hobbies

Computing, Photography, Music Production, Information Technology Systems, Cooking, Football and Playing Poker.