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John Horgan

**PROFILE**

Highly motivated candidate willing to put in hard work to achieve goals. Great at working in a team situation.

**Education**

**Location:** Coachford College, Coachford, Co. Cork

**Duration:** 2003-2009

**Studied:** Leaving Certificate

**Location:** Cork Institute of Technology

**Duration:** 2009-2016

**Studied:** Bachelor's degree in Electronic Engineering

**Other:** The completed modules included the programming languages c, c++, assembly, visual basic. I have a working knowledge of CPU design, memory architecture and virtual computing.

## **Employment History**

**August 2022 - Present**

**Job Title – Customer Support Agent**

**Employer – Teamwork.com**

### **Responsibilities:**

- Maintain consistent, high-quality responses to customers in keeping with the standard set out by the Customer Support department. Ensure communication is clear, honest and in keeping with Teamwork.com culture.
- Maintain consistency in required customer impact metrics.
- Adhere to SLA structure when prioritising tickets and responding to customers.
- Complete continued training in all product aspects and answer customer queries on all products via ticket, live chat and phone support.
- Have troubleshooting abilities & troubleshoot from the customer's point of view, communicating back the solution in as clear a manner as possible.
- Escalate issues/bugs in a timely manner in the applicable format and follow up as necessary.
- Question points of misunderstanding relating to product and internal processes while demonstrating a willingness to learn.
- Endeavour to embody the core values of Teamwork.com

**March 2019 – July 2022**

**Job Title – Business Development**

**Employer – Neo Energy Ltd**

### **Responsibilities:**

- Create company communications systems for the purpose of handling low to high volumes of customer communications.
- Manage and maintain these communications systems to ensure they are functioning and there is no down time.
- Maintaining the company website, company email system, customer billing systems to ensure they are all functioning as expected daily.
- Ad hoc Training of customer service team on customer service activities.
- Maintaining company cloud storage system to ensure it was always functioning.
- Regulatory project management to get the energy company compliant with the UK smart meters.
- Troubleshooting IT issues with company computers/laptops remotely when issues occurred.
- I was also responsible for maintaining relationships with third party companies such as comparison websites and sales teams to ensure they always had the correct up to date information to perform their tasks.

August 2015 – March 2019

**Job Title: Customer Service Advisor**

**Employer: Abtran, Mahon, Co. Cork**

#### **Worked on the Taskforce Team**

- Joined taskforce team March 2017. For the purpose of performing adhoc tasks for a new client of Abtran.
- During this project, I have helped develop the website, current terms and conditions, current tariffs, developed customer relationship management system settings, tracked progress of UAT team in preparation for launching a new product range for the client and helped develop processes/process ownership for the purpose of launching the clients call center customer activities.
- Developed basic call center activities for a soft launch of front office activities in a partner call center in the UK.
- I have become an administrator of the clients' communications ticketing systems and current setup is by my design.
- I have helped develop upcoming processes and the owners of these processes for furthering the front office activities
- Designed training material for new client.
- Trained the first generation of call center and email agents for this Client within Abtran.
- Product specialist as well as also completing adhoc tasks for the client to further improve his business.

#### Worked as a Trainer

- Attended Abtran Train the trainer course, this gave me the knowledge I needed to effectively design and execute a training class.
- I was taught how to consider all the different learning styles of individuals to design a class suitable to fit them all.
- I have recently had the opportunity to train a new process that was considered high priority by our client.

#### Worked as a Back-Office Advisor.

- I assigned our work to the team and reported daily figures to the Team Leader.
- Managed my time efficiently to perform my daily tasks as well as making sure all members of the team had work to do.
- Did quality checks on the team's daily work.
- Coached out new tasks assigned to us by the client.
- Gave feedback on training material to the client to make the tasks more efficient and less time consuming.
- Having experience being a duty manager, this role involved making sure agents were available on the lines at all time while also making sure all call queues were properly maintained. When needed, move agents onto appropriate lines to manage the incoming calls.

#### Worked as a Front office advisor.

- Answering customer queries, record all call information on customer accounts and take payments.
- Data protection checks were performed before discussing any customer information.
- Record complaints and raise issues on the customer accounts to the relevant departments.
- Ensuring every customer had the best possible experience on every call.

December 2006- August 2015

**Job Title: Shop Supervisor**

**Employer: O'Leary's Centra, Tower, Blarney, Co. Cork**

**Tel:** 021-4383441

**Responsibilities:**

- Maintaining constant levels of stock on the shelves
- Keeping the stock room tidy always.
- Operating Checkout tills.
- Dealing with customers.
- Deli work.
- Off-license work.
- Shop Supervisor involves closing the shop without a manager around while also making sure all staff complete their work in the time provided.

## **Skills**

- Working knowledge of programming languages, C, C++, Assembly, and Visual Basic, HTML, javascript, css, vue.js, python, SQL, .
- Highly proficient at Excel, Word & PowerPoint.
- Presentation: Developed ability to produce reports and presentations to a professional working standard.
- Analysis & Evaluation: Proficient in assessing data and formulating solutions.
- Interpersonal/Communication: Strong team working and communication skills.
- Can quickly learn how to use new systems on the job.
- Highly adaptable to current technology.

## **Achievements**

- Computing: Completed the ECDL course.
- Trained in CPR and the use of AED device.
- Driving: Full, clean driving license.

**References available on request.**