



Kael Finley

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PROFESSIONAL SUMMARY

Methodical Software Programmer with high credentials in software engineering and information technology. Thrives independently or in team-structured environment to deliver solutions.

Self-disciplined professional with experience in IT, customer service and technical support. Adept in troubleshooting, diagnosing and designing computer systems to customise client needs. Eager to enhance skills and achieve growth in organisation.

Detail-oriented technical support engineer with solid skills in resolving technical issues in hardware and software. Resourceful, flexible and committed team player. Reliable in meeting tight deadlines to meet demands. Productive individual with strong objective to acquire work experience and gain knowledge from technical support team.

Enthusiastic in helping customers set-up accounts and configure network. Adaptable to challenging situations and demanding deadlines. Logical thinker with top problem-solving abilities. Communicates well with non-technical audiences for speedy resolutions.

Proven ability to analyze, diagnose and resolve computer user support issues. Experienced in providing comprehensive technical support to users and resolving complex technical issues. Possesses knowledge of standard operating systems and networking protocols.

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

WORK HISTORY

TECHNICAL SUPPORT ADVISOR

05/2019 – 07/2019

Person Shaped Support | Liverpool, Merseyside

- Leveraged available resources, knowledge and equipment to resolve staff requests.
- Wrote technical documents related to current products for publishing on support page.
- Troubleshoot operating systems, hardware and software problems to identify root causes.
- Communicated technical concepts to staff clearly by phone, email and online chat and face to face.
- Reported incidents, risks and hazards by following set procedures.
- Responded to incidents on-site, providing precise time estimations and managing staffing expectations.

SKILLS

- Provided remote support for product functionality, maintenance and troubleshooting.
- Customer Service: Developed skills like that of a customer service employee through academic projects and interactions with peers.
- Communication: Verbal and written communication skills, will actively listen to others needs and provide clear and concise information to them.
- Problem Solving: Proven ability to analyse situations, think critically, and offer appropriate solutions to customer/staffing inquiries or issues.
- Teamwork: Demonstrated capability to work collaboratively in group projects respecting diverse perspectives and contributing to shared goals.
- Time Management: Strong organisational skills with the ability to manage tasks
- Efficiently, meet deadlines, and prioritise responsibilities.
- DevOps
- Hardware maintenance
- End-user training
- Quality Assurance reporting
- Application Programming Interface
- Hardware upgrades
- Technical issues analysis
- Application installations
- Troubleshooting proficiency
- Exceptional telephone etiquette
- Software diagnosis
- Desktop support
- Hardware diagnosis
- Application support
- Data entry
- Staff education and training
- Technical documents comprehension

EDUCATION

Bachelor of Science | Computer Science with Software Development 09/2018 – 07/2021
University of Liverpool, Liverpool - Honours

Diploma | IT 09/2016 – 07/2018
City of Liverpool College - BTEC Level 3 Extended Diploma in IT

GCSEs 09/2009 – 06/2014
Saffron Walden County High School
8 GCSEs, grade A-C

ADDITIONAL INFORMATION

- I have had some basic work experience at an organisation called PSS - Person Shaped Support, at this place my task was to around the

building to help the employees install applications on their phones so that they were able to communicate with each other, this helped to develop my skills in improving my confidence in communicating with others as I had to demonstrate and explain how to install applications for their devices, I can use the experience gained from this to help better communicate with customers and colleagues. There is also another brief work experience I had volunteering at a library to help and teach the elderly on how to use computers, such as things like how the mouse and keyboard works, how to send emails and how to print files, this experience helped me learn how to adapt my extensive knowledge into layman's terms that they would be able to understand as well as providing support to them by asking and answering any questions they had.