

Miguel Silva

CONTACT

Bournemouth, Dorset

E-mail: miguelsilva170393@gmail.com

Phone: 07378861618

WORK EXPERIENCE

The Access Group

Support Analyst

Sep 2018 - Present

Responsibilities:

- IT Troubleshooting Logging, triaging and processing support calls
- Setting up initial client implementation onto the various supported LMS's (Learning management systems)
- Typical queries consist of: password resets, bulk user uploads, ensuring that any training attained on the LMS provides the users with the correct certificates of completion and completion status's, minor HTML text changes, resolve any issues related to the CPD log on the LMS e.g entries not displaying the correct amount of CPD attained by the user, build reports for clients and troubleshoot any issues that might arise e.g timeouts or incorrect data being displayed,
- Liaise with and escalate tickets to development, hosting, projects or content departments depending on the reported issue and if determined that it can't be resolved by a 1st line agent
- Set up, schedule and deliver client webinars covering the various functions of the LMS on a 1-1 basis or in a conference call to various members of staff
- Provide excellent customer service
- Adhere to and resolve tickets according to their SLA
- Coach on a 1-1 basis new agents that join the team
- Document solutions applied to resolve queries in form of internal guides for later use and reference

Conduent

Customer Support Adviser

May 2018 - September 2018

Responsibilities:

- Diagnose and troubleshoot issues reported within app (GooglePlay) via phone, email and chat.
- Provide basic end user support by guiding customers through setup and reconfiguration of their device.
- Provide advice about best practices to promote account security

- Provide excellent customer service
- Ensure service is delivered within SLA
- Strive to achieve and maintain KPI's

Relyon

Oct 2017 - April 2018

Forklift Driver/Warehouse Operative

Responsibilities:

- Ensure stock is kept undamaged and move it around the warehouse by forklift truck.
- Completing relevant paperwork along with regular stock takes.
- Organising the warehouse and ensure goods are ready for going out.

Claims Consortium Group (CCG)

Jan 2016 - Nov 2016

Claims Handler

Responsibilities:

- Providing advice on making a claim and the • processes involved.
- Processing new insurance claims notifications and guiding policyholders on how to proceed with the claim.
- Contacting trades people from a network of approved professionals and arranging for them to make repairs on the policyholder's property.
- Handling any complaints associated with a claim
- Adhering to legal requirements, industry regulations and customer quality standards set by the company.

Shell

March 2015 - Jan 2016

Cashier

Responsibilities:

- Provide great customer service.
- Process cash and card transactions.
- Restock & stock takes

QUALIFICATIONS

Comptia A+: April 2018 - April 2021

EDUCATION

A-Levels

- June 2013

Seomara secondary school (Portugal)

A-Levels in Social and Human Sciences

Optional subjects: Latin and English

REFERENCES

Available upon request.