RossEbanks

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**Summary:**

I am a highly motivated professional known for my strong work ethic, exceptional communication, and interpersonal skills developed through customer service roles. I am proficient in computing and keen to further develop my skills. I am currently familiar with HTML, CSS, and JavaScript and hope to introduce React.js but I would be open to learning other languages.

**Professional Experience:**

**Customer Support Officer**

Depotnet, 2023- 2024

* Providing first-line support regarding any technical issues with both Portal and APP.
* Setting up user access to new users depending on the level of authorisation.
* Flagging any Pingdom’s to the appropriate team before the client is affected.
* General debugging and troubleshooting.
* Software testing on both iOS / Android devices.
* Use of Microsoft packages i.e. Excel, Note.
* Inputting and cleaning data ready for reporting.
* Producing accurate as well as easily readable reports for our clients.
* Attending client sites to provide hands-on support and training to engineers using ‘Depotnet’.
* Use of CRM.

**Loft Insulator and Floorer**

Lofts4storage, 2022- 2023

* Safely removed insulating materials as part of a team.
* Installed loft insulation, boarded, and lagged pipes and tanks in compliance with health and safety standards and customer specifications.
* Fitted loft ladders for accessibility.
* Ensured materials and methods met building regulations.
* Maintained strict adherence to personal protective equipment and health and safety protocols.

**Technical Support Officer**

Sitel Group, 2021-2022

* Efficiently managed inbound calls, resolving technical issues for customers, and escalating complex cases.
* Demonstrated adaptability and initiative while working remotely, ensuring compliance with company policies.
* Proficiently addressed challenging customer inquiries, recorded complaints, and executed daily administrative duties.
* Competently utilized Microsoft Word, Excel, and Outlook for documentation and communication.

**Traffic Management Operative**

Amey, 2016-2019

* Collaborated in the installation and setup of road traffic signs, prioritizing safety and timely execution.
* Monitored traffic flow and equipment, minimizing disruptions to the public.
* Provided essential support for road closures and site cleanup operations.

**Call Centre Agent**

Sigma Red, 2015-2016

* Managed a high-volume of customer queries with a focus on effective telephone communication.
* Leveraged sales techniques to meet and exceed performance targets.
* Demonstrated proficiency in database systems and Microsoft Office applications.

**Assembly Operative**

Lear Corporation, 2014-2015

* Skillfully prioritized tasks for on-time production while maintaining product quality.
* Conducted meticulous data entry and quality inspections to meet rigorous standards.

**Sales Advisor**

Gems TV, 2013-2014

* Expertly managed customer calls, resolving issues, and efficiently escalating complex cases.
* Maintained stringent data protection protocols and consistently ensured accurate data entry.

**Business Administration Apprenticeship**

NHS, 2012-2013

* Conducted a wide range of administrative tasks, including typing, data entry, and telephone correspondence.
* Upheld the highest standards of patient confidentiality and proficiently managed databases.
* Utilized Microsoft Office suite for document creation, data analysis, and presentations.

**Crew Member**

McDonald's, 2011-2012

* Managed customer orders, operated cash registers, and supervised cooking equipment.
* Conducted thorough stocktaking and maintained detailed documentation.
* Successfully completed comprehensive food safety and hygiene training.

**Education:**

Completed GCSEs including Mathematics, English, Business Studies, and ICT.

**Key Skills:**

* Strong customer service skills with a focus on effective telephone communication.
* Strong background in general computing / Technical support.
* Proficient in Microsoft Office applications.
* Proficient in Linux, Mac & Windows Operating Systems.
* Working knowledge of HTML, CSS, and JavaScript.