

# Richard Hariri

T: 07920 268 837

E: [richariri@aol.com](mailto:richariri@aol.com)

## Professional Summary

Customer satisfaction focused support professional with 11+ years experience in MFD electro/mechanical repair and 2+ years experience in Professional Services managed print solution installation and remote support.

## Key Skills

Communication

★★★★★★☆

Fault Finding

★★★★★★★

Microsoft tools

★★★★★★☆

Remote Support

★★★★☆☆☆

Organisation

★★★★★★☆

Computer Coding

★★☆☆☆☆☆

Ownership and Work Ethic

★★★★★★☆

Attention to detail

★★★★★★☆

Customer Service

★★★★★★☆

## Goals

- Develop skills and confidence within front end development (HTML/CSS)
- Change into IT support or similar focused career
- Design and build custom Campervan conversion

## Hobbies & Interests

- Gym and Health Focused
- Reading (Fiction primarily)
- DIY projects to fit my passion for electrical and woodwork projects.
- Computer building and support for friends / family
- Using Creative mindset and digital art skills to create marketing media for friends and starter business.
- Former Rugby player for Wolverhampton RUFC and Chester university (sport)

## Work Experience

### (February 2023 – Present)

Apogee Corporation (a HP company).

#### Position: Field Service Engineer (West Midlands Region)

Perform Field Based Service on primarily HP equipment, conduct installs as outlined by remote support or smaller installs as per customer requirements. Fill in accurate paperwork to ensure correct stock management

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### (July 2021 – February 2023)

Altodigital Training Centre (a xerox company).

#### Position: Workshop Operator

Perform PDI and pre-configuration of 100's of machines a month, meeting ESR targets. Carry out workshop repairs for problematic devices. Manage stock. Liaise with account managers to provide solutions and loans for their client's. Onsite first aider and fire Marshall. Reach Truck Licenced Operator.

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### (March 2019– December 2020)

Altodigital Networks Ltd.

#### Position: Professional Services MPS and Install

Install / configure / troubleshoot print management systems, communicate with customers as a print solutions specialist. Products range from fiery controllers to full installs of papercut./Equitrac etc. Work with sales to provide a solution that fits the clients brief.

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### (May 2015– March 2019)

Altodigital Networks Ltd.

#### Position: Field Service Engineer.

Fields service and repair, basic network troubleshooting and escalations. Trained on all manufacturers of office printing devices. Also production print line of Ricoh and Sharp devices.

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### (January 2013 – May 2015)

SBM Digital Systems

#### Position: Apprentice / Trainee Level 1 Service Engineer.

Working on Ricoh devices, PDI, repair and maintenance in the field. Ran an ebay shop to ensure old stock returns funds to the business and kept accurate stock records. Provide IT support to the MD and other staff members as well as using such skills to establish IT solutions for a customers print needs.

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### (2009 – December 2012)

Various continuous unskilled jobs – including but not limited to butchery, fresh goods team member, till operator, Stock ordering and delivery driver.

## Qualifications

### A Level

D&T: Product Design B  
Art and Design D

### As Level

D&T Product Design A  
Art and Design C  
Physics D

### GCSE

Physical Education A  
Art and Design B  
D&T Graphic Products B  
Science: Double Award B/B  
I.C.T. B  
English B  
French B  
Mathematics B  
English Literature C

### Other

OCR Level 3 Key Skill  
(Working With Others)  
BA Gold Crest Award  
Basic First Aid at work  
Graphic Design+Photography Short course  
BTEC Level 2 in Professional Competence for IT and Telecoms.  
  
MFD Manufacturer Trained on Ricoh (PP), Kyocera, Sharp (PP), HP, Lexmark, Xerox and Brother.