

Shane Muirhead

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Personal Profile

I see myself as a well-motivated and energetic individual who possesses good interpersonal skills and the ability to communicate effectively on all levels within an organisation. I can participate effectively within a team and use my own initiative when required. On that note I consider myself to be a desirable asset beneficial to any technical environment with having the ability, as a quick learner and having the technical mind that I do, to adapt. I am very flexible and enjoy multi-tasking, welcoming all challenges to meet deadlines and targets set. I like to motivate others and consider myself to be a very helpful person.

Employment History

Data Integrity Officer – Supply Point Compliance / Regulations – Jan 2018 – Present

For details on my current role please email or call my mobile.

Data Analysis | Major Projects – Northern Gas Networks July 2017 – Present

Within my current role at NGN I'm responsible for collecting and analysing data produced from 12 NIC gas sites around the network so that as a company we can produce to Ofgem the difference between efficiencies on the old pre heating systems (Boiler houses / Water Bath Heater) to the newly installed NIC pre heating systems (Low Pressure Steam Unit / HotCat). As a data analysis my day to day tasks can consist of the follow;

- Site analysis (Instruments and equipment)
- Processing data within spreadsheets
- Developing the new NIC website
- Upgrading equipment and instruments
- Adapting parameters
- Problem solving
- Lone working
- Regular formal meetings with manufacture's
- Working on Microsoft packages (Excel, One Note, Word)
- Running macros and formulas into Excel and algorithms
- Keen eye to detail

Administration | Network Maintenance – Northern Gas Networks Sept 2016 – July 2017

At Northern Gas Networks within Major Projects and Maintenance my roles play more of a part within Network Maintenance throughout all the Major sites and assets we own within the company. Please see below some outlined descriptions of my day to day work within my department.

- Interrogate SAP system maintenance information with competent personnel availability to produce daily / weekly / monthly maintenance schedules for mechanical / pipelines / electrical + instrumentation maintenance work.
- Provide accurate, on time information for operatives to perform efficiently / productively and monitor / adjust schedule to incorporate on day / overnight equipment faults, follow-up work and completed repairs whilst maximising efficiency of resources.

- Liaise with internal NGN functions, stakeholders, customers, suppliers, service providers and NM Managers to maximise operational efficiency incorporate best practice and ensure consistent high quality output for both NGN and customers / stakeholders.
- Prepare and provide appropriate daily / weekly management information to support NM operational managers in driving efficiency improvements and higher level business reporting.
- Evaluate geographic distribution and allocates jobs in such a way as to ensure maximum efficiency and minimise lost time though travel.

Administration | Connections – Northern Gas Networks – March 2016 – Sept 2016

Here at Northern Gas Network my administration role is within the connections department in control of creating and processing of Hire desk forms for the whole of the connections department. Within the Connections department I was the first point of call for any hires or traffic management or plant hire for the whole of Connections to ensure the Project Manager can carry out gas works sufficiently. Also within the connections department I was involved in assisting with the departments processing of all weekly job cards (packs) breaking them down and getting them processed onto the systems accurate and within a timely manner. As a connections administrator my some of my daily tasks consisted of the following;

- Updating and maintaining SAP records.
- Creating, updating and improving company spreadsheets
- Making inbound and outbound telephone calls
- Creating, updating purchase and hire desk orders
- Scanning & digital filing
- Breaking down job cards
- Inputting/data entry
- Invoicing
- Goods receipts

Accounts Administrator – Safe Hands Funeral Plans – January 2015 – February 2016

Whilst at Safe Hands my job title started out as an Administrator consisting of the following day to day task;

- Processing funeral plans
- Data Entry
- Creating, maintaining and updating SQL databases
- Dealing with client questions, queries and complaints daily
- Taking payments via Sage pay
- Digital filing and paper archiving
- Ordering stock
- Sending and receiving emails and letters daily

Also at my stay at Safe Hands I assisted the Technical Director with daily tasks consisting of, installing and maintaining all printer, computers and phones within the company, editing and updating logos, application forms, company forms, brochures, business cards.

After 6 month at working at Safe Hands I were promoted and moved into a different department within the company.

Within this department my daily tasks consisting of the following;

- Creating, maintaining and updating agent's accounts in our SQL database internal system
- Taking payments via Sage pay
- Dealing with questions, queries and complaints daily
- Sending and receiving emails and letters daily
- Taking inbound sales calls
- Dealing with cancellations
- Monitoring online transactions
- Dealing with all the missed/none payers within the company's
- Setting up weekly training seminars
- Assisting Account Managers if needed

IT Technician - Zenos IT Academy

Whilst at Zenos I was responsible for maintaining IT hardware and software. This included updating operating systems, adding security to workstations and troubleshooting IT based problems. I also provided customer support which included responding to customer e-mails and dealing with complaints. I also knew how to dismantle a computer system and do necessary upgrades to improve performance and efficiency.

Qualifications

- Consisting of the following:
- Level 3 Diploma in ICT Professional Competence
- Level 3 Diploma in ICT Systems and Principles
- Level 2 Key Skills Communication
- Level 2 Key Skills Application of Number
- Microsoft Certified IT Professional (MCITP) -
- Enterprise Desktop Support Technician 7, consisting of:
- Microsoft Certified Technology Specialist (MCTS)
- 70-680 – Windows 7, Configuring.
- Microsoft Certified IT Professional (MCITP)
- 70-685 – Enterprise Desktop Support Technician.
- CompTIA A+ IT Technician (220-701 and 220-702)
- Microsoft Technology Associate (MTA): Networking Fundamentals (98-366)
- Level 2 Award in Employability and Personal Development

Castleford High School Sport and Technology College – September 2005 – July 2010

Subject:	Grade:	Level:
Diploma In Digital Application	PPMP	Level 2 Diploma in ICT
Media Studies	C	GCSE
English	C	GCSE
Maths	C	GCSE
Electronics	C	GCSE
Btec Science	MMMM	BTEC

Hobbies and Interests

I spend a lot of my time in the gym and keeping fit and healthy, I like to keep busy and train most days. I undertake different routines each day I learn different fighting style like Jujitsu, MMA and boxing. I consider myself to have keen leadership skills, and see myself to have strong motivation in my work and pride in the things I do.

Reference's available upon request.