
Taylor Gibbs

Support Agent

EXPERIENCE

Flyford Flavell Primary School, Flyford Flavell, Worcestershire -

Student Teaching Assistant

December 2020 - May 2021

- Worked with students in small groups and one-on-one to provide additional support with Reading & Spelling, offering constructive feedback and advice.
- Kept students safe inside and outside classrooms by proactively monitoring behaviours and tracking student movements, safety hazards and visitors.
- Provide knowledge related to various subjects ranging from Maths, English, Art, Physical Education (PE) and even foreign languages such as French.

Modern Solutions (ModernCAD LLC., Dallas, Texas, USA (Remote) -

Support Team Lead

December 2020 - August 2022

- Supervise all support tickets to ensure policies and correct solutions are provided to customers.
- Assisting in hiring and training new employees. This includes going through systems such as WHMCS and Custom Made Panels.
- Assist customers and help them find a solution to their inquiries. This can also include pre-sales questions.
- Assists in Billing Support. This can include refunds and compensation via ToS & SLA Agreement.
- Create Internal and External knowledgebase articles for Clients and employees to use.
- Review possible Fraud Orders and ensure all Orders are handled correctly and/or with the correct process.

Host Havoc Ltd, Ottawa, Ontario, Canada (Remote) - Support Operations

August 2022 - July 2025

- Worked Night shifts (9PM-5AM + 6PM - 4AM).
- Provided Technical Support via both WHMCS and Live Chat for cPanel Web Hosting, Teamspeak, Virtual Private Servers, Games such as Ark:SE, 7DTD, Arma 3, Valheim and more.

- Covered Staff upon request, usually within 24 hours.
- Visited potential company partners in person (Limited Details due to NDA).
- Handled day-to-day tickets at one of our brands called Modern Solutions.
- Continued development at Modern Solutions website "TheRocketCAD".
- Completed Google Ads course.
- Completed Translation work for the website into various languages
- Did various Graphic Design tasks across the website including game pages, blog posts etc.
- Used various types of panels (TCAdmin 2, Multicraft, WHMCS, VirtFusion, Virtualizor, cPanel, directus)

ServerSide.com, Ottawa, Ontario, Canada (Remote) - Support Operations

July 2024 - July 2025

- Assist customers and help them find a solution to their inquiries. This can also include pre-sales questions.
- Assists in Billing Support. This can include refunds and compensation via ToS & SLA Agreement.
- Create Internal and External knowledgebase articles for Clients and employees to use.
- Review possible Fraud Orders and ensure all Orders are handled correctly and/or with the correct process.

BattleBit Remastered (OKIGAMES Oyun ve Yazılım Hizmetleri Ltd Sti), Karşıyaka, Türkiye (Remote) - Staff

July 2023 - Present

- Assist players using the ModMail system available in the Discord Server.
- - Helping players if they require help troubleshooting their game or have any questions regarding the game or its community.
- - Moderating the game and Official and Verified Discord server and the Official Steam Discussions using the guidelines issued to us
- - Help troubleshoot connectivity issues using MTR reports on behalf of both BattleBit Remastered and Host Havoc.
- - Editing docs.joinbattlebit.com with up-to-date information on how to resolve common issues with EAC or other BattleBit Remastered issues.

WebWise Hosting Ltd, Worcester, Worcestershire, UK (Remote) - Co-Founder & Chief Executive Officer

May 2023 - November 2024

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- Supervise all support tickets to ensure policies and correct solutions are provided to customers.
 - Hiring and training new employees. This includes going through systems such as WHMCS, Trello, Google Workspace, Google Workspace Mail, Google Drive, Google Voice, Google Meet, cPanel and other panels.
 - Developing the webwise-hosting.co.uk website.
 - Handles abuse reports and administrative issues.
 - Assist in marketing on platforms such as LinkedIn, Twitter and Discord.
 - File Company accounts and confirmation statements.
 - Ensure the company follows UK GDPR & ICO is kept up to date.

Ecliptic Group (Ecliptic Solutions Group CIC), London, UK (Remote)-
Chief Operations Officer & Board Member

April 2024 - Present

- Manage day-to-day operations alongside the other COO.
- Ensure teams under my management are operating efficiently alongside our company values.

EDUCATION

Pershore High School, Pershore, Worcestershire - GCSE

September 2016 - March 2020

Various studies at a GCSE level. The subjects taken and evaluated are as follows.

- English Language - 4
- English Literature - 2
- Maths - 3
- Combined Science - 4-3
- History - 3
- Computer Science - 4
- Creative iMedia - P2
- Enterprise and Marketing - D1

Heart of Worcestershire College, Worcester, Worcestershire - College *Level 2 Certificate in Children's Play, Learning & Development*

September 2020 - May 2021

This course teaches study aspects of childcare including Patterns of Child Development, Promoting Children's Development Through Play and The Principles of Early Years Practice.

Achieved Grade - Merit

Modules:

- Child Development (Birth to 11 Years 11 Months)
- Play and Learning
- Exploring Legislation
- Role of the Practitioner
- Nutrition
- Physical Development

Heart of Worcestershire College, Worcester, Worcestershire - College
Level 1 Certificate in Information and Technology

September 2021 - May 2022

This course covers computer networking essentials, different types of hardware and software as well as how to create websites, programs and mobile apps.

Achieved Grade - Pass

Modules:

- Building a Computer
- Computer Networks
- Website Development
- Mobile App Development
- Software Development
- Graphics
- The Online World
- Technology Systems

Certificates

Level 1 Certificate in Information and Technology - *Pearson - Heart of Worcestershire College*

2021- 2022

Variety of learning materials such as making a portfolio, developing a software application, computational thinking, building a computer, developing networks and much more.

Level 2 Certificate in Children's Play, Learning & Development - *Heart of Worcestershire College*

2020- 2021

Aspects of childcare including Patterns of Child Development, Promoting Children's Development Through Play and The Principles of Early Years Practice.

Certification in British Values - *Education & Training Foundation - Heart of Worcestershire College*

2020

Shows that the person can identify British Values and their purpose. This involves the UK Democratic System.

Certification in Radicalization & Extremism Assessment - *Education & Training Foundation - Heart of Worcestershire College*

2020

Shows that the person can identify when someone is using Radicalisation and attempting to recruit into an extremist group. It also allows the person to identify Extremist Organisations.

Certification in Staying Safe Online - *Education & Training Foundation - Heart of Worcestershire College*

2020

Shows that the person can understand the dangers of being online and how to protect themselves and others. This includes what type of information to include online and what you should or shouldn't be showing.

Certification in What Can You Trust? Assessment - *Education & Training Foundation - Heart of Worcestershire College*

2020

Shows that the person can identify Fraudulent information and false sources. This allows the person to locate a reliable source and when they are able to trust it.