

EXPERIENCE

Toshibatec Systems

First Line Helpdesk Agent

Wolverhampton, England

Mar 2023 – Dec 2023

- Responsible for customer contact with new and existing customers, including interactions related to events such as billing inquiries, service requests, suggestions, and complaints, to ensure that customers receive the best possible service.
- To log all calls on the call logging system (ServiceNow) to the greatest level of accuracy and detail and maintain full documentation.
- Resolving problems remotely where possible as part of first contact resolution, for example, advising customers to replace a waste toner bottle in the case where their printer is displaying a CD40 error code.
- Provided comprehensive technical support and maintenance to 50+ end-users across the organisation, resolving printer software and hardware issues in a timely fashion.
- Maintained a customer satisfaction rate of 95% through effective communication and problem resolution.
- Collaborated with cross-functional teams such as the IT Infrastructure and ServiceNow analysts to troubleshoot and resolve technical problems.

Premium Care Plus

IT Consultant

Halesowen, England

Jan 2023 – Mar 2023

- Coordinated the initial office IT Setup – design, purchase, and setup of all office equipment.
- Setup and maintain the CRM Database using Recruit CRM system.
- Managing outsourced relationships using ATS Applicant Tracking System.
- Produce weekly PowerBI Dashboards to team lead on trends and provide feedback on improvements that could be done.
- Utilising HubSpot software while ensuring client management is efficiently achieved.

Veolia Environmental Services

Systems Analyst

London, England

Aug 2022 – Dec 2022

- Managed relationships with stakeholders to understand business requirements to build and implement a wide array of system changes.
- Conducted in-depth analysis of existing systems such as PowerBI and proposed strategic enhancements to improve overall efficiency.
- Managed the relationship with 5 Third-Party suppliers responsible for organised collections.
- Designing reports on SLA compliance vs SLA breached trend, backlog analysis by customer and areas with the highest customer dissatisfaction.
- Improved SLA measurement processes by 90% through analysis of production performance efficiencies using Microsoft Excel over a span of 2 months.
- Successfully implemented an automated backup system, reducing data loss incidents by 30%.

2Logic Ltd.

First Line Helpdesk Technician

Wolverhampton, England

Apr 2018 – Sep 2019

- Providing 1st line technical support to customers via telephone, email, face-to-face and remotely.
- Utilised MSP system to prevent and maintain business continuity.
- Produced and manage SQL databases by planning, developing, and maintaining the databases.
- Setting up inexperienced users on Active Directory with the correct credentials and permissions
- Deal with 1st level escalations and complaints and showing intuition on which department a respective query requires.

PROFICIENCIES

ServiceNow, Jira, 3CX Telephone System
Azure Cloud Computing
Python, JavaScript, Scala
Microsoft Sever 2016 & 2022

EDUCATION

University of Wolverhampton
Bsc (Hons) Computer Science (First Class)

Wolverhampton, England
2019 – 2022