

PAUL BEARDWELL

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PERSONAL DETAILS

I am a highly skilled data recovery technician, with more than 18 years of experience in the technical support sector. I am able to troubleshoot, diagnose and resolve a wide range of issues and have a keen interest in technology. I have a sound knowledge of computer systems and the principles behind their working. After a temporary break due to family circumstances I am fully engaged and keen to continue pursuing my career within the technology sector.

EXPERIENCE

June 2019 - Present

During this period I worked on an ad-hoc basis including as a food delivery driver, courier driving and writing articles on a freelance basis for a leading UK Pensions magazine while I cared for my mother and children.

Feb 2008 – June 2019

Fields Data Recovery

Old Fields Road, Pencoed, CF35 5LJ

Data Recovery Technician

Working for one of the largest Data Recovery companies in the world I assisted clients in the retrieval of data from a range of storage devices as well as maintaining strict SLA's and helping to develop innovative data recovery solutions.

Key Skills

- Creating data recovery plans for disaster recovery, resolving hardware issues and performing maintenance on desktops or servers
- Working with specialised computer hardware, troubleshooting disk drives and other storage devices using equipment including the PC300 data extractor

- In-depth knowledge of hard disk repair covering well-known brands such as Toshiba, Western Digital, Seagate, Fujitsu, Maxtor, Samsung and Hitachi/IBM
- Working in a clean laboratory facility to make storage devices temporarily accessible
- Soldering and repairing components to PCBs and NAND chips to fix electrical issues
- Performing high level Forensic discovery of computer data that is either hidden or damaged using specific data recovery software on multiple hardware storage devices
- Identifying security issues on virus-related drives including Cryptolocker and Ransomware
- Working with Full Disk Encryption and encrypted file systems - Bitlocker, PGP, McAfee, Apple FileVault, Checkpoint and Sophos

July 2006 – Feb 2008

Sony UK TEC

Pencoed Technology Park, Pencoed, CF35 5HZ

Team Leader

Supervised a team of 6 people to ensure that SLA targets were met and the needs of the business were prioritised at all times. Managed all written customer contact as well as dealing with escalations. Responsible for ordering parts using product service manuals.

October 2005 – July 2006

Carphone Warehouse

Kelvin Close, Birchwood Park, Warrington WA3 7PB

Customer Service Advisor

Provided technical and billing support for TalkTalk broadband customers. Worked within tight service level agreement and ensured that all customers received satisfaction while balancing the needs of the business at the same time.

January 2004 – October 2005

Sony UK TEC

Pencoed Technology Park, Pencoed, CF35 5HZ

Customer Contact Advisor

Diagnosed faults and provided installation and operation support on a range of consumer electrical products. Provided excellent pre-sales advice for Sony computer products. Very often leading to a firm promise of purchase from a Sony dealer. Performed a supervisory role when required by my team leaders. Taking ownership of sensitive cases through to completion. Diffusing situations where customers are upset or angry and making sure their experience of the company stays positive.

October 2003 – January 2004

Npower

Bridge House, 200 Clough Road, Hull, HU5 1SN

Business Contact Advisor (temporary position)

Working in a busy customer contact centre I helped to ensure that call targets were met and provided excellent query resolution services to business energy customers. Received positive feedback from my team leaders who were impressed at the speed at which I was able to meet the requirements for my role

July 2003 – October 2003

Machine Mart

211 Lower Parliament Street, Nottingham, NG1 1GN

Customer Service Advisor

Working on the website of Machine Mart, I ensured that orders were processed correctly, liaising with customers, external branches of Machine Mart and various departments within the company to fulfill customers' orders.

June 2003 – July 2003

Nottingham Evening Post

Castle Wharf House, Nottingham, NG1 7EU

Call Centre Agent (temporary position)

Supervised a team of telephone agents to ensure that customer calls were answered within a reasonable time scale.

Nov 2001 – June 2003

YorkshireBank

53 Market Place, Long Eaton, Nottingham, NG10 1JT

Customer Service Officer

In charge of a busy counter, provided excellent first contact customer service.

Processed customer transactions and completed various administrative back office tasks.

Received positive feedback from many customers. Praising my professionalism and efforts in providing solutions for a wide range of problems.

RELEVANT
INFORMATION

I am a keen computer enthusiast and enjoy keeping up to date with news of technological advances as well as wider issues, policies and legislation that concern the industry.

I completed a Full Stack Development Course provided by Code Institute in partnership with Coleg Gwent in Newport.

I have a solid foundation in the following areas and languages;

- HTML/CSS
- Javascript
- Python
- Bootstrap
- Heroku
- Django
- PostgreSQL
- Agile Methodology focussing on Scrum