

Curriculum Vitae

Profile

Proactive and organised, well developed communication skills and good business knowledge gained by working within a range of industries. I am dedicated, loyal and hard working always strives to achieve 100% satisfaction in all aspects of his work.

Works well as part of a team as well as on own initiative and takes pride in achieving the right results. I take pride in assisting to colleagues to help them achieve their goals and aspirations. I am an excellent problem solver, always willing to learn new skills. I have strong communication and interpersonal skills, passionate junior developer looking for opportunity to learn and contribute.

Name	Carl Hamilton
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Email	carl.hamilton@chtsi.uk
Github	https://github.com/carlhamilton
Availability	Immediately

Skills & projects

I have experience with a large range of software packages both third party and by Microsoft. In my most recent roles, I have experience administering changes through Active Directory and handling file permissions through Group Management and Group Policy.

I have written Macros and scripts both written for Microsoft products and also web based. I also have experience in debugging C++ code. Gained experience programming through resources like PluralSight, YouTube and FreecodeCamp, I have been able to learn and build projects available on my Github.

Over the last two years aside from my job skills and experience I was working freelance repairing servers and troubleshooting networks as well as troubleshooting configuration and also migration from on premise Exchange to hosted Exchange or Office 365 platform.

This involved project management as I was required to plan a project from beginning to implementation, this gave me experience preparing reports and liaising with multiple different companies.

Education & Qualifications

2016 – Present Programming courses such as:

HTML5, CSS, JavaScript, JQuery, C# & .Net, Angular, Node.js, Ajax

2003 – 2005 Leeds College of Technology

2003 – 2005 Access to Higher Education IT / City and Guilds C++ Level II

1999 – 2001 Suffolk College / York College

GNVQ Advanced Information Technology

1994 – 1999 Carr Manor High School

9 GCSE's Including Math's and English.

Career History

January 2015 – Present

British Gas

Duties and responsibilities:

- Providing customer services resolving billing queries and identifying vulnerability and assisting where possible to make their experience better
- Dealing with vulnerable customers and assisting in the applying for WHD and also any other ways in which British Gas can help
- Providing excellent service and generating new business through lead generation and use of BNA
- Managing customer complaints and identifying dissatisfaction to negate the need for escalation
- Looking for ways to reduce consumption for customer and offer better ways to make payments

Reason for leaving: No direct route to a more technical based role and job security is also uncertain due to instability in the business.

September 2013 – January 2015

Cygnatech Managed Services Limited - Owner

Duties and responsibilities:

- Generating new business and offering remote and onsite management of key I.T systems
- Building networks and configuring software both Windows and third-party installations
- Incident resolution and liaising with suppliers and third parties to manage customer expectations
- Developing custom software for streamlining the boot process of core systems

September 2013 – August 2014

InTechnology/Redcentric Service Desk

Duties and Responsibilities:

- Incident logging via E-mail/Telephone or Internet
- Assist in ensuring the desk meets and exceeds our telephony & e-mail service targets
- Providing technical assistance to resolve all possible queries at first line.
- Queue management to ensure incidents are handled efficiently while providing a professional image of the company.

Reason for leaving: Not sufficient use of skills

June 2010 – August 2013

Fujitsu Home Office Service Desk

Duties and Responsibilities:

- Incident logging
- Troubleshooting
- End to end to incident management
- Assist in ensuring the desk meets and exceeds our telephony service targets
- Providing technical assistance to resolve all possible queries at first line.
- **Reason for leaving:** Relocated

January 2008 – January 2010

Ventura – Sky contract

Duties and Responsibilities:

- Answering inbound calls from customers dealing with queries and enquires about Sky products and accounts
- Meeting and exceeding all targets weekly.
- Technical support regarding Sky TV and Broadband

Reason for leaving: Career and salary progression

November 2006 – November 2007

The NHS Information Centre

Duties and Responsibilities:

- Being the first point of contact for customers, dealing with enquires over the telephone, email or fax requests.
- Researched, investigated and resolved enquires, through the Information Centre infrastructure, websites and knowledge.
- Maintained relationships with customers and second line support teams and effectively contributed to building the Contact Centre relationship with the NHS.
- Maintained publication records and managed relationships to provide support to the Contact Centre team.

Reason for leaving: Contract ended

Interests/Hobbies:

I am passionate about coding, I learn new Frameworks and languages to become a better programmer. I always had a passion for code but my original IT direction was taking me to a more IT repair area but my passion for problem solving brought me back to code. 110% is given to projects or learning experiences I take on which can make me an asset to any company offering me a chance to grow.

Lately I have also developed a love for photography both for nature surroundings and pictures with my daughter.

References are available on request.