



# JACK FRANKLIN

IT Technician  
1st Line Support

Desktop Support Technician  
Field Technician

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Bradford  
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## PROFILE

An energetic IT specialist with proven problem-solving skills with the ability to learn new skills as required. Highly self-motivated with the ability to deliver measurable results. An excellent team player, able to relate to a wide range of backgrounds and cultures. Experienced customer service assistant with good organisation skills and proficient in dealing with members of the public.

## EDUCATION & TRAINING

June 2019 - June 2020

### ITonlinelearning

*Studies Completed:*

CompTIA A+ 1001 & 1002

CompTIA IT Fundamentals

Oct 2013 – June 2014

### Hull University

- Foundation Year in IT, Science and Maths

Sep 2011 – June 2013

### East Riding College

- BTEC Level 3 Extended Diploma in IT
- Functional skills in English
- Award in Enterprise Skills Programme
- Level 2 in Effective Team member Skills
- Level 1 Key Skills in Communication

Sep 2009 – June 2011

### Swindon College

- BTEC Level 2 Diploma in IT
- BTEC Level 1 Diploma in IT at Work

## SKILLS

### Hard Skills

- Computer systems architecture
- Digital graphics
- Website production
- Knowledge of Apple, UNIX, Linux OS systems, Microsoft Windows operating systems, XP, Vista, Windows, 10 7, 8 & the Microsoft Office features
- IT technical support, troubleshooting and repair
- Networking knowledge of protocols including ports, protocols (tcp/ip, http, ftp, dhcp, dns)

### Soft Skills

- Team Management
- Team Leadership
- Teamwork
- Highly organised.
- Problem-solving
- Practical thinking.
- Attention to detail.
- Time Management
- Customer relations
- Resilient

## WORK EXPERIENCE

Jan 2016 -

### Technical Support adviser/Customer relations

Plusnet PLC Leeds

#### Duties & Responsibilities

- Handle and resolve inbound calls troubleshooting telephone and broadband faults. Diagnosing email related issues by aiding customers with mailbox settings
- Communicating with engineers to provide updates to customers on external broadband and telephone faults
- Handling general customer queries and complaints via inbound calls, webchat and email
- Reporting CRM related issues to help protect customer data

#### Achievements

- Helped PlusNet grow to achieve its overall target to reach 1 million customers
- Promote clarity, humour and a positive work ethic to establish an energetic organizational culture throughout the team as representative.
- Successfully achieved team of the year award for outstanding customer satisfaction

July 2015 – Dec 2015

### Customer Assistant

M&S, Leeds

#### Duties & Responsibilities

- Customer liaison and satisfaction
- Stock Management

#### Achievements

- Successful completion of Princes Trust retail program and subsequent work placement

Aug 2014 – Oct 2014

#### **Hospitality staff**

Compass Group, Elland Road, Leeds

#### Duties & Responsibilities

- Providing food and drinks service to members of the public at the height of the football season, before matches and during half time intervals.
- Key member of the team to exceed sales target

May 2014 – Aug 2014

#### **Voluntary office assistant**

DPD Leeds

#### Duties & Responsibilities

- Manage and process data input
- Customer liaison
- Increased efficiency of parcel handling through more effective data handling

June 2011 – Aug 2013

#### **IT and Administration assistant**

Aire Valley Catering, Leeds

#### Duties & Responsibilities

- Sage database management
- Back up and secure company data
- Relocated and set up computers and network in new premises

#### **HOBBIES**

- Rowing
- Swimming
- PC building
- Games

#### **LANGUAGES**

##### **English**

- Speak
- Read
- Write

#### **REFERENCES**

Available on request.