

Daniel Joseph Jones

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Personal Statement

I am a reliable, dynamic individual, with a proven track record, able to make well informed decisions that draw from key strengths in problem solving and conflict management, displaying great interpersonal savvy in high energy environments. I draw often on both taught skills and practical experiences, to help create and innovate with a range of effective solutions for intricate and unique problems.

Key Skills

Interpersonal Savvy • Innovation • Action Orientation • Conflict Management • Problem Solving

Professional Experience

Bupa

December 18- Present

Salford

Service Desk Specialist

- Providing First Line Support across EMEA
- Managing High rate of inbound and outbound calls, in conjunction with emails and IM communication
- Administering and tracking change across RSA 2 step security
- Deploying Microsoft App-V software builds in conjunction with Active Directory
- Supporting Citrix and VM ware, in addition to rolling out change with Microsoft Azure
- Networking within departments to support User base queries
- Supporting working with various external vendors

Apple

January 12- December 18

Manchester

Preservation & Operations Specialist

- Providing internal 1st line IT support for store IST systems, individually looking after 170+ staff
- Responsible for the deployment of JAMF casper systems across over 300+ store devices, (demo technology, pos systems, work stations etc)
- Utilising Excel and Apple Numbers systems to support regular audits of staff and technology, improving rates of compliance.
- Use of Service now, CentralStation ticketing system, to manage, escalate and partner with external IST partners
- Training/ Supporting new and current staff on IST systems, implementing the stores switch to 2stp verification technology
- Leading Team in Technology merchandising changes, ensuring fast turn arounds to support product launches
- Organising and setting up meetings and events, in and out of store (EventCity etc..)
- First point of contact for external vendors
- Carrying out Health and Safety, and Fire risk assessments (Fire Marshall AoFAQ Lvl 2)
- Managing EDMS document retention schedule

Additional Positions - full details available on request

Waitrose

August 11 – June 12

Manchester

Customer Assistant

Marks & Spencer

August 10 – January 11

Manchester

Customer Assistant

Marks & Spencer

April 09 – August 09

Liverpool

Store Operations

Marks & Spencer

February 09 – March 09

Liverpool

Customer Assistant

Marks & Spencer

November 08 – December 08

Liverpool

Night Time Stock Assistant

Academic Experience

History BA (Hons) – 2:2

Liverpool John Moores University, Liverpool

3 A-Levels

Riverside College, Widnes, Halton

10 GCSE'S – 8 grades A-B, excluding Maths and English, Grades B and C respectively

Bankfield High School, Widnes, Halton

ICT Intermediate GNVQ - PASS

Bankfield High School, Widnes, Halton

Additional Interests & Hobbies

Interests & Hobbies

Sport - Active Cyclist, encompassing a regular commuter, to long distance Road Cyclist, Squash, previously to a competitive level, and most recently Yoga to improve flexibility.

Music - both an interest, and an important part of my social life, regular finding the time to Attend Gigs and events, at venues large and Small

Cultural Interests - (Art, History, Architecture and Artefacts) regularly attend and travel to various exhibitions, Galleries, and Museums, Locally, Nationally and Internationally, all of which was key to my choice and passion for my Studied Degree.

Food & Drink - Adventurous eater, weekends often spent cooking or eating out, sampling cuisines the world over, and most definitely a fan of spice