

Daniel Cooke

Senior 1st Line Analyst – Pets at Home

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WORK EXPERIENCE

Senior 1st Line Service Desk Analyst

Pets at Home/Vets4Pets – August 2017 to Present

I am responsible for taking calls, applying the appropriate level of urgency to them and implementing a first time fix wherever possible in a high volume environment - we take on average 350 calls per day as a team of 5/6. I also have extra responsibility on the Service Desk including training new starters and triaging more technical incidents before other colleagues utilise 2nd Line support to try and minimise their work load. I am also in charge when I work a weekend shift and I have additional responsibilities and checks that are vital to the business trading effectively. I have experience in IP telephony (Mitel), networking, Active Directory (managing and creating users accounts), VPN, Servers (both physical and virtual including configuration using Powershell scripts/builds) hardware builds for our Support Office Laptop/Desktops, software installs, HEAT call logging systems. MS Office including Word, Powerpoint, Excel and Outlook and Outlook Web App, Printers and peripherals and general troubleshooting to name just a few. I have also assisted in some project work including rolling out a fix to the entire estate. I am able to deliver great service consistently while getting the job done. I can work well as a team and independently to provide 1st class service to all customers. My role is quite technical overall and this is reinforced with the extra 2nd Line responsibilities I have been given both over the weekend and when the 2nd Line team has needed extra support. This has assisted in my desire to develop and progress and be the best I can.

Duty Manager

Hydes Brewery Ltd - Cheadle - December 2016 to June 2017

I am responsible for the day to day running of the pub when in the manager's absence. I take care of cash handling, cellar management, stock ordering, receiving deliveries, taking care of customers, delivering excellent customer service, cashing up, leading the team and all other duties as and when required.

Assistant Chef

Brewhouse & Kitchen - Wilmslow - June 2016 to August 2016

I worked at B&K on a temporary basis while they were short staffed over Summer. I would be responsible for all tasks related to service including, food preparation, cooking meals to specification, leading shifts and any other duties required. I would also be responsible for cleaning duties. I left this job before I went away on holiday.

Chef de Partie

The Frozen Mop - September 2015 to June 2016

I was responsible for my own section on a day to day basis. Duties include preparing and serving food to the specification provided by the company, general cleaning, stock ordering and any other duties as and when requested.

Team Leader

The Sportsman Inn - Hayfield - July 2011 to September 2015

Hayfield

I casually help out at my Dads pub when his business partner is away. I am responsible for all duties required while working behind the bar. I would lead the team and generally support anyone who needed assistance.

Bar Shift Manager

The Bollin Fee - Wilmslow - November 2013 to June 2015

Wilmslow - JD Wetherspoon. I was responsible for a variety of tasks including cash handling, serving customers behind the bar and serving food, delivering excellent customer service at all times, restocking at the end of shifts, full bar/pub opens and close downs, banking, ordering and all other duties required. I would be responsible for running a shift and leading a team of 10-15 people.

Assistant Bar Steward

Mobberley Victory Hall Memorial Club. I - November 2013 to June 2014

was responsible for serving customers behind the bar, opening up and locking up of the premises, cash handling and cashing up at the end of the night. I also clean lines when required and restock fridges. Bar Supervisor & Food Assistant

The Mere Golf Resort and Spa - April 2013 to September 2013

I was responsible for a variety of tasks including event set up, general porter tasks, cellar maintenance, serving customers with food, delivering excellent customer service at all times, serving behind the bar, cash handling, re stocking, serving champagne & wine, clearing down bars and all other duties required when requested by management. This was a silver service establishment.

Bar Manager

Fox and Hounds Pub - Holmes Chapel - January 2012 to July 2013

Holmes Chapel.

During my time at The Fox, I would be responsible for all aspects of running a bar. Duties would include, Cash Handling, serving customers, general bar maintenance, cellar maintenance particularly that of cask ales (safe handling of gasses and pressure vessels), changing barrels, cleaning lines, re stocking fridges, book keeping, stock ordering and all other duties as and when required. I also stood in as Chef when we were let down in the Kitchen. I would make food using fresh ingredients and keep the kitchen area clean and tidy. I would also be responsible for cleaning before/after service.

Bar Staff

Mobberley Cricket Club - June 2010 to June 2013

Currently Casual) Bar Staff at Mobberley Cricket Club

I work behind the bar at Mobberley Cricket Club as and when required. I am responsible for serving customers, cash handling, changing barrels, re stocking and all other duties required.

Bar Staff

Tatton Park - 2012 to December 2012

for Tatton Park Spectacular Christmas Parties (Barcode Recruitment)

I was responsible for serving customers, stocking fridges, cash handling and all other duties that were required.

GCSE's

- 2009 to 2011

B, English Literature B, English

Language B, Science B, Resistant Materials B

NVQ Level 1: Mechanical Engineering

2009 - 2011 Macclesfield College ECAT (European Centre for Aerospace Training)

MERIT BTEC National Diploma in Aerospace Engineering.

Pass NVQ Level: 2 Turning and Fitting completed. CAD.

BSc(Hons) Mechanical Engineering

BII Personal License.

EDUCATION

Wilmslow High School Sports College
2005 to 2009

CERTIFICATIONS/LICENCES

BIIAB Level 2 Award for Personal Licence Holders

BII Cellar Management Course

ADDITIONAL INFORMATION

Computer Skills:

Microsoft XP/ Vista, Windows 7 and 10. Microsoft Office (Word, Excel, PowerPoint, Publisher) Citrix, VPN, Networking, Servers (physical and virtual) Active Directory, Remote Support, Mac OS, iOS, Hardware and Software builds, Printers and Peripherals, Powershell and Server Management, HEAT call logging system, Mitel.