

OLIVER BAXTER

Apt 111 Mandale House
30 Bailey Street
Sheffield
South Yorkshire
S1 4AD

Email: oliver.baxter@hotmail.co.uk Mobile: 07539254411
NI number: JM 88 54 17 B DOB: 13/05/1988

Personal Profile

I am extremely passionate about working with different technologies, diagnosing technical faults and delivering excellent customer service. I have demonstrated this in my current role as a Technical Support Advisor at Merlin Business Software since December 2016 and also in my previous IT based roles working at Plusnet as a Faults in Service Advisor and working for Baxter & Co Accountants to computerise their firm. I have enjoyed further developing my knowledge and skills at Merlin Business Software however I am looking for an opportunity where I am able to fully utilise my broad skill set working with multiple applications and different software, rather than focusing my attention on one piece of software.

Prior to Merlin Business Software, I worked for Plusnet in a variety of roles including Technical Support, Faults in Service and also a trainee Team Leader. Before Plusnet I joined my father's firm of accountants, Baxter & Co. Whilst working there I completely transformed the firm from manual to a computerised accounting format. I provided clients and employees with onsite and offsite technical support and training on the updated accountancy software and supported a small network of computers and hardware. I also offered IT services to the clients.

I am an extremely hard working individual and I always see a job through. I work well in stressful, time critical situations and can prioritise well. I am easy going and have developed excellent customer service skills in my past and present workplaces, both on the phone and face to face. I am looking for a fulfilling role in which I can utilise and develop my knowledge and skills whilst delivering excellent service.

Skills Profile

- Providing excellent technical support and professional customer service, both face to face and on the phone (See Merlin & Plusnet employment for details)
 - Building PC systems and performing hardware repairs
 - Using multiple systems (Microsoft Server 2008, 2012, Active Directory, multiple remote desktop utilities, VPN clients, Linux Server, MS Dos, PostgreSQL, PGAdmin, Merlin Business Software, Android, Iphone, BT Wholesale Eco plus, KBD, WLR3)
 - Database Management
 - Experience working with 20cn, 21cn, FTTP, FTTC & PSTN (broadband network).
 - Advanced knowledge of PC systems, Laptops, Printers, Scanners and most other office hardware.
 - Excellent people and social skills.
 - Great attention to detail at inputting data into software.
 - Excellent word processing skills and spreadsheet skills
 - Working to tight deadlines
 - Full UK Driving Licence
-

Employment

Merlin Business Software - Technical Support Advisor, December 2016 to present

Responsibilities:

- Answering Support Calls via Email and phone.
- Owning customer issues from start to resolution, keeping the customer updated throughout to provide an exceptional service.
- Utilising my initiative to research solutions in order to solve difficult issues.
- Diagnosing faults with software and escalating to the development team when appropriate.
- Supporting and training customers on how to best use the software we provide.
- Creating user accounts and email accounts through Active Directory and Outlook Kerio.
- Performing Software updates and installations on Microsoft and Linux servers, as well as remote installations on users PC's.
- Running SQL queries and analysing databases to work to resolve issues for customers.
- Server maintenance including Scheduled Tasks, batch files, antivirus (Eset, AVG, Kaspersky) and Printer/Scanner driver installation
- Setting overnight routines on linux using scripts, FTP and ODBC drivers.
- Android , Iphone and Microsoft installations.
- Setup VPN, Email and remote apps.
- Database Management - Creating new databases, backup/restoration/Reindex of databases.

Plusnet plc. - Tech Support Advisor, Faults Advisor, Faults in Service Advisor, August 2012 to December 2016

Responsibilities:

- Working 35+ Broadband/Phone faults per day including No Sync, Lower Threshold Breach (LTB), Authentication and Throughput faults including everything else in between.
- Answering support calls from customers and troubleshooting connection issues and providing updates on ongoing faults.
- Diagnosing and talking customers through checks on the phone.
- Working with different technologies: 20CN ADSL/21CN ADSL2, FTTC/FTTP, PSTN.
- Deciphering Openreach engineer notes
- Liaising with Openreach engineers on the phone regarding customers faults and working with them to analyse and resolve faults, Requesting Lift and Shifts, TPM orders, Line card changes and DLM resets.
- Calling BT SMC for updates on faults and escalating cases where necessary.
- Using the following software extensively: BT Wholesale KBD/Fault diagnostics, Eco plus, Self Service repair, One Siebel, Strategic Imperative's WLR3, Openreach Fault Tracker/Enhanced Line Characteristics.

Baxter & Co. Chartered Accountants - Trainee Accountant/IT Technician, April 2009 to February 2012

Responsibilities:

- Complete conversion of practice from manual basis to a computerised format.
- Researching and purchasing computer hardware and software for the practice and providing training/support to employees. (VT accounts, TaxCalc, Microsoft Word, Microsoft Excel Microsoft Windows Xp, Vista and 7 and 12 Pay payroll software,)
- First time installation of 2 computers and one laptop using Windows 7 and Vista.
- Maintaining a Local area network of 3 computers and a laptop with internet access. Providing

support to employees and troubleshooting errors or problems that occur.

- Promoting the Accounts software to clients which involved:
 - o Working closely with clients, on the phone and face to face.
 - o Pointing out advantages of a fully computerised bookkeeping system and customisation to the client's personal requirements.
 - o providing 1st class customer service for on and off-site training, technical support and troubleshooting whenever they required it.
 - Inputting clients' manual cash-books and information from financial statements i.e. bank statements onto our accounts software requiring great attention to detail and a methodical approach.
 - Answering calls and emails from clients, problem solving and dealing with requests.
 - Performing maintenance on Client computers and performing annual health checks.
 - Scanning in important client documentation for storage on their client file by following the rules of the Data Protection Act 1998.
 - Using spread sheets to create Final Accounts (Profit & Loss statements, Balance Sheets, Asset registers) which incorporated various types of formulae.
 - Maintaining a diary on a daily basis, detailing work I had done in the day, including hours worked.
 - Attending monthly meetings with the manager to present what set goals had been achieved in the month and to create targets for the future.
 - Using different hardware such as Computers, Printers, Fax machines, Laminators and binding machines.
-

Education

First College, Skegness - 2009 to 2011

NVQ Level 3 Association of Accounting Technicians (AAT)	NVQ Level 2 Association of Accounting Technicians (AAT)
2011	2010
Level 2 Certificate of Adult Numeracy (equivalent to GCSE Grade C)	Level 2 Certificate of Adult Literacy (equivalent to GCSE Grade C)
2011	2010

Brighton Institute of Modern Music - 2004 to 2007

Higher Diploma in Modern Music (2006) (specialising in drums)	Diploma in Modern Music (2005) (specialising in drums)
Pass (equivalent to one year university degree)	Distinction (equivalent to two A levels)

Lady Manners School - 1999 to 2004

GCSE's			
Maths (D, D)	IT (C)	Electronics (D)	English (C,D)
Dual Science (C,C)	Religious studies short course (B)	Music (C)	

References available upon request.
