

Nathan Sollinger

3 Wardley Avenue
07581627897
Nathansollinger16@gmail.com

Personal Statement

I am a smart, charismatic and enthusiastic team player with the desire to progress further within the company. I learn quickly on the job which I feel is one of the strong points I carry and believe would be beneficial in my future positions. I have proven this in my current role as 1st Line Technical Support Analyst by earning myself a pay rise during my probation period due to outstanding performance. The same approach will be taken into my next position where hopefully I can prove myself a worthy and responsible candidate.

Key Skills

- Proficiency in all areas of Microsoft Office, including Access, Excel, Word & PowerPoint
- Great ability to work in a team or equally as well on my own
- Organization and time management
- Microsoft Certified Solutions Associate - Level 3 (MCSA)
- Excellent communication skills, both written and verbal
- Customer service experience (1st Line Support for 15 months, Trampoline park for 9 months & my current position as 1st Line support for 13 months)

Education

School/ College	Subject	Qualification Type	Qualification Achieved
Walkden High School	Mathematics	GCSE	C
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Baltic Training Services	MCSA Program	Apprenticeship – Level 3	Pass
Pearson Edexcel Functional Skills Qualifications	ICT	Apprenticeship – Level 2	Pass
City & Guilds Qualifications	ICT Professional Competence	Diploma – Level 3	8 Pass Modules
City & Guilds Qualifications	ICT Systems & Principles	Diploma - Level 3	4 Pass Modules 3 Distinction Modules
Pendleton College	IT Software	Diploma – Level 3	DDM

Employment History

Invoice Clerk, BOC Ltd, Worsley M28 2UP

14/01/2013 – 28/01/2013 (Work Experience)

Responsibilities

- Organising documents associated to correct customer orders
- Chase unpaid invoices
- Check all invoices and order totals are correct
- Input customer data
- Receive and process the orders

Trampoline Assistant, Bounce Central UK, Pendlebury M27 8SE

06/02/2016 – 16/11/2016 (Employment)

Responsibilities

- Occasional Party room hosting, reception work, café work
- Maintenance of the trampolines
- Routine daily checks
- Ensuring customers have watched the safety video
- Ensuring the max number of customers on trampolines were not exceeded
- Trampoline monitoring

IT Service Delivery Engineer, Clear Visual Communications, Eccles M30 0WU

28/11/2016 – 28/02/2018 (Employment)

Responsibilities

- 1st Line Support (Including logging service calls, escalating to correct department, passing on messages)
- Provide quick solutions for customers within the company SLA
- Daily system checks and reports
- Stock taking (Booking in/ out any deliveries, assigning to correct job)
- Preparing AV loan units for customers (including system checks, customization)
- Terminate network cable and installing network solutions
- I learnt how to work systems such as Life size products, Tripleplay Digital Signage, TeamViewer, Barco products, Kramer/ Crestron products
- Provide graphic design solutions for signage players such as Tripleplay Signage

1st Line Technical Support Analyst, Parkingeye Ltd., Chorley PR7 7NA

26/03/2018 – Present Employment

Responsibilities

- 1st Line Support (Consisting of logging service calls raised by clients, engineers or found on daily reports and escalating when needed)
- Daily ANPR & P&D machine checks and reports
- Ordering kit from the company stock system
- Finding the quickest and most efficient way of safeguarding clients from any potential issues with their systems by identifying faults throughout the network
- Providing remote support when possible to resolve any issues I find
- Using equipment ranging from ADSL routers to Suilvision cameras all which need remote configuration whilst our engineers assist on site

Achievements

Before I took on any employment after my work experience or after college, I took on the NCS program (National

Citizenship Service) which opened a lot of doors for me in terms of not only my career but my social skills also. Since completing this program, I have had a lot of experience in working in a team environment at my previous two jobs. NCS improved not only my social skills but also my professional skills and communication skills.

- I have completed my Level 1 Award in Health & Safety in a Construction Environment back in August 2017.
- I have also completed my MCSA qualification and advanced level apprenticeship in IT, Software and Web & Telecoms Professionals

I believe the skills I gained from this programme would benefit me in my role as 2nd Line support, I take huge responsibilities in the work I take care of and feel I have proven this by offering to take full responsibility of the largest estate we manage at Parkingeye without struggling to complete my day to day tasks. I also manage to help anyone I can whilst still completing my workload day in day out.

Hobbies & Interests

My main hobbies include bouldering on a weekend and fishing, both require patience and I feel this is sometimes what's needed when dealing with clients who are unsatisfied with their current solution. I also travel as much as I can when I'm not accepting weekend overtime.

References

Name	Email Address	Contact Number	Relationship
1. Faraz Sadiq	Faraz.Sadiq@clearvc.co.uk	07809441346	IT Support Technician (Colleague)
2. Tony Peers	Tony.Peers@parkingeye.co.uk	07794704841	Previous Technical Supervisor