

# Jarmarn Morgan

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## CONTACT

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07388034450

## WORK EXPERIENCE

### Infuse Technology

December 2017 — Present

#### Technical support

- Installed software, modified and repaired hardware and resolved technical issues.
- Resolved customer issues in a clear, courteous and straightforward manner.
- Identified and solved technical issues with a variety of diagnostic tools.
- Remained up-to-date on the latest technologies and solutions applicable to company products.
- Identified areas that can disturb business efficiency, continuity and implemented strategies to mitigate this.

At Infuse Technology I conduct checks on client servers, ensuring hardware is operating correctly and scheduled backups were successfully. I'm currently working in second line support roll where I do remote support, diagnosing and solving both hardware and software problems. On occasion I also do hardware installations on laptops, desktops and servers.

### JD Sports

July 2014 — September 2017

#### Sales assistant

- Prioritised helping customers over completing other routine tasks in the store.
- Engaged with customers in a sincere and friendly manner.
- Contacted other store locations to determine merchandise availability.
- Greeted customers in a timely fashion while quickly determining their needs.
- Built relationships with customers to increase likelihood of repeat business.

## QUALIFICATIONS

### ***Landau Forte College Derby 2009-2014***

- GCSE English grade (C)
- GCSE Science (C)
- GCSE Additional Science (D)
- GCSE English literature grade (D)
- GCSE history grade (G)
- GCSE Maths (C)
- GCSE business grade (C)
- BTEC Level 2 Engineering grade (Pass, Pass)
- BTEC Level 2 ICT grade (Merit, Merit)

### **Landau Forte College Derby Sixth form 2014-2016**

- BTEC Level 3 ICT Subsidiary Diploma grade (Merit)
- BTEC Level 3 Diploma Business grade (Pass)

### **3AAA Apprenticeships**

- Level 3 extended diploma in ICT systems and principles

Certificate:

- Microsoft Technology Associate: Cloud fundamentals

## INTERESTS

In my spare time i enjoy going to the gym, I have a high spec desktop which I enjoy maintaining and upgrading when I can.

## REFERENCES

References available upon request.