

# Melanie Rau

## Contact

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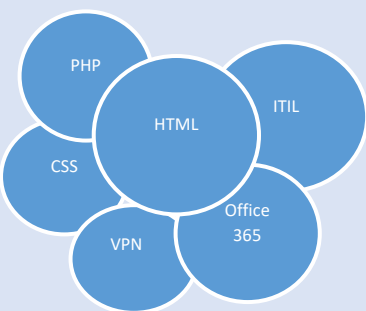
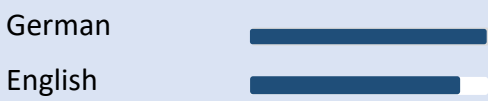
## Skills

- Technical Analytical Thinker
- Strong decision maker
- Complex problem solver
- Prioritize Workload
- Service-focused
- Communication

## Software



## Languages



## Work Experience

**Global Technology IT Operations Service Desk Analyst** - 09/2019 to present  
**Dentsu Aegis Network**, Manchester UK

- Support for 55,000+ global users working on a personal average of 900+ tickets per month
- Provide professional help both in English and in German while covering a bigger portion of the users all over the World
- Log and track calls through ticketing system "Service Now"
- Provide quick solutions (quick fix) to basic user IT problems to ensure user productivity
- Create and maintain user accounts in Active Directory & mailbox creation via PowerShell & Exchange Admin Center
- Escalate problems to the appropriate individual or second level (EUC) team based on established guidelines and procedures

**Global IT Service Desk Support Analyst** – 02/2019 to 05/2019  
**GAZPROM Germania**, Kassel DE

- Monitoring, recording and responding to all new incidents and service requests via ticketing system, telephone, face to face and email
- Providing a first-line fix where appropriate or escalating tasks or deciding when a task needs escalating
- Dealing with customer escalations and complaints and where required, following up with other support staff to ensure incidents are resolved, requests are fulfilled, and the customer communication is complete.
- Sending email communications to customers to raise awareness of high impacting incidents or system maintenance

**First Line Helpdesk Support** – 04/2017 to 01/2019  
**AGAPLESION GmbH**, Kassel DE

- Acted as initial point of contact for user support calls to the IT Service Desk such that all calls are logged correctly and promptly allocated appropriately within the IT team
- Provided first-line technical support when handling calls, to provide time-of-call resolution to calls whenever was possible
- Provided an ad-hoc service to users of all computer systems, troubleshooting and resolving systems problems

**Web Developer** – 08/2016 to 12/2016  
**H-Hotels.com**, Bad Arolsen DE

- Designed websites using open-source technologies, particularly PHP
- Integrated front-ends with existing back-ends, using HTML / CSS / XML as required
- Delivered projects according to agreed timescales (Scrum methodology)

**IT Specialist for application development** – 09/2012 to 06/2016  
**SVLFG**, Kassel DE

- Developed and programmed custom software.
- Tested existing applications and learned how to develop application-specific user interfaces.
- Using methods of software engineering, using programming languages and tools such the developer tools.

## Education

**Universität Kassel, Kassel Germany**  
Sociology and Philosophy 2006 to 2012