

# Sam Parkin

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## Summary:

Friendly and enthusiastic support worker, with experience in the IT industry working on a Help desk. Able to learn new tasks quickly and proficient in growing key customer relationships. Works hard on resolving issues as quickly and efficiently as possible while working with the customer.

## Skills:

I would classify my top skills as being:

- **Computers and electronics** - I have always had a love for computers and as such have developed skills in working with and maintaining hardware and software.
- **Judgement and decision making** - I tend to weigh up all options before coming to a decision and therefore I feel I am very good at coming to a correct judgement call when required.
- **Time management** - In my current role I have to manage my own time to fit in all the necessary work that I carry out, as a result I am quite good at managing my time wisely.
- **Active listening** - I have always been good at listening to other people and paying attention while doing so, this has been improved further by my current role as I have to work with customers and listening to their needs and working with them is the most important thing.
- **Customer service** - I am very good at working with customers to make sure the service I provide is as good as it can be, I have recently received several glowing reports from customers saying that my work ethic was brilliant, I acted professionally while working with them and provided some of the best help they had seen as I like to go above and beyond to help.
- **Problem solving** - I love problem solving as I find working on issues and learning from them enjoyable, I love to find fixes to problems I have not yet encountered and I love the feeling of knowing the answer

## **Experience:**

*InspHire Ltd*

*Daleside Road, Nottingham*

*Professional Services Office Support*

*Feb 2018 - Current*

In my role at inspHire Ltd I performed the following day to day tasks within my department:

- Use computers for various applications, such as database management or word processing.
- Answer phones and provide callers with information, take messages or transfer calls to the appropriate individuals.
- Create, maintain and enter information into databases.
- Implement software for customers on their server machines, both installing and configuring.
- Provided customers with first and second line support when they called in with issues in the software.

## **Education:**

*The Kimberley School*

*Kimberley, Nottingham*

*GCSE/A Levels 2016*

My A level results are as follows:

- Distinction \* in ICT
- D in Geography
- D in Systems and Control

My GCSE results are as follows:

- C in Maths
- C in English
- Distinction \* in ICT
- C in Systems and control
- C in History
- C in Geography
- C in Chemistry
- C in Biology
- C in Physics

I also volunteered to assist in the IT department over summer helping to upgrade most of the computers on the site as well as helping to fit a new server within the science

department, after this period I was praised for the assistance by the department who were pleased with the work I helped with.