

Daniel Goodwin

Curriculum Vitae

23 Ashbourne Drive
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Contact Information:

Email address: danny_goodwin@live.com
Contact number: 07740173315
Date of Birth: 17.05.1996
Place of Birth: Burton upon Trent

Education:

I attended the The Pingle School in Swadlincote from September 2007 until June 2012. After this I went to the NiTP Academy at Tamworth College as part of an IT apprenticeship for 12 months.

Qualifications:

June 2012 – GCSE's

English Language: B	Art & Design: C
English Literature: C	Mathematics: C
History: B	Business Studies: D
Religious Studies: B	

June 2012 – BTEC's and Diplomas

BTEC Level 2 - Applied Science: Merit
Diploma Level 2 - Award in Digital Applications: Pass
Functional Skills Level 2 - Information and Communications Tech: Pass

June/July 2013

BTEC Level 3 in IT Systems and Principles
BTEC Level 3 in Profession and competence for IT and Telecom professionals
MTA in Networking Fundamentals

Experience:

General experience

- Used to working at a fast and efficient pace to meet targets
- Good at dealing with customers in a calm, polite & respectful manner (Either in person or over the telephone)
- Used to working long alternating shifts
- Good multitasking skills
- Good time management skills

Warehouse experience

- Unloading and reloading lorries
- Worked 50 Hours a week with full punctuality.
- Quality checking car parts (Bumpers, Wings & Bonnets)
- Wrapping sheet metal
- Scanning parts into cages
- Picking parts around the warehouse floor

IT experience

- 12 month apprenticeship
- My first IT Job was working for a helpdesk company supporting external customers remotely, resolving the tickets they raised within a 2 hour SLA.
- Second IT Job I worked in a Call Centre for the Royal Bank of Scotland providing remote support to internal colleagues within the bank.
- Around a total of 4-5 years IT Experience
- Well experienced with Windows Desktop Operating Systems (XP, 7, 8, 8.1 & 10)
- Familiar with all Microsoft Office suite applications
- Had access to Active Directory to perform permission changes and other user amendments such as resets and name changes.
- Microsoft Exchange Server
- Supported customers through a Live chat system - dealing with up to 3 Chats at once

List of Previous Employment:

Employer	From	To	Position
SmarterWays Ltd	Jul 2012	Nov 2016	Technical Support Consultant
Euro Car Parts	Jan 2017	Jul 2017	Warehouse Operative
Essential recruitment	Aug 2017	April 2018	Warehouse Operative

Royal Bank of Scotland	May 2018	July 2019	Service Desk Analyst
Dellner Ltd	July 2019	Currently employed	Gangways production

Personal Statement:

I am a friendly, outgoing individual with a good sense of humour. I enjoy problem solving & find it easy to get along with others, I also consider myself to work well independently or as part of a team.

Interests:

- Driving
- Video Games
- Television Series
- Computers

(References available upon request)