**Benjamin Homewood**

**14 Millbrook Cottages, Hollingworth, Hyde, SK14 8JZ**

**Mobile: +44 782 835 2535 Email: homewood\_b@yahoo.com**

**Full UK Driving Licence**

**Preferred location: Greater Manchester**

**Personal Summary**

A hard working and enthusiastic professional, with excellent verbal and written communication skills and the ability to pass information effectively, looking to start a new and exciting career as a mortgage advisor. With a wealth of transferable skills learned in multiple out-sourced customer facing positions over my current career within the IT industry I would be passionate to bloom within a role in which I can grow as a mortgage advisor. A self starter who is self-motivated and able to function equally well individually, or as part of a larger team. Committed to excellence and on-going self-development. I relish new challenges and I’m eager to achieve my qualification in CeMAP and start my career as a Mortgage Advisor.

**Education and Professional Qualifications**

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| --- | --- |
| ITIL v3 Foundation Certificate | IT Service Management |
| Defendpoint Certified Advanced Professional | Planning, Configuring and ongoing maintenance of Defendpoint |
| MCITP | Enterprise Desktop Support Technician Windows 7 |
| MCTS | Microsoft Certified Technology Specialist |
| A+ 2009 | CompTIA A+ Certified 2009 |
| Advanced Apprenticeships for IT & Telecoms Professionals | * Level 3 Diploma in ICT Systems and Principles * Level 3 Diploma in Professional Competence * Employability and Professional Development Level 2 |
| OCR | OCR National ICT |
| GCSEs | 7 GCSEs, A-C, including English and Maths |

**Employment Summary**

**DRP - 2nd line Support Engineer / Project Engineer**

**October 2018 - Present**

* Documenting and demonstrating products to a wide range of clients and ensuring this was easy to understand, answering any questions that may arise as part of this and offering guidance.
* Liaising closely with key stakeholders on new projects and managing the experience end to end.
* Authoring clear and concise documentation inclusive of: Timelines/Road Maps & reports.
* Delivered high-impact projects within tight deadlines.
* Managed multiple requests with different urgencies simultaneously; this included accurately prioritising, categorising and controlling the end to end handling.
* Working to strict SLAs and KPIs
* Manage Customer relationships.
* Sending out correspondence.
* Regularly hitting and exceeding targets in a highly regulated and compliant environment.

**Avecto - Support Engineer**

**May 2017 – July 2018**

* Teaching customers and colleagues alike on how to use our product and what options were available to them. Tailoring a solution which would prove most beneficial to the individual client.
* Researching products in which a customer may be experiencing difficulties understanding and consulting documentation and other resources in order to understand the issue and offer guidance.
* Understanding the needs of the client and assessing the best course of action in a timely manner,
* Managing a busy diary and ensuring targets are met through its use.
* Learning to work with new products as customers needs changed.
* Managing my own time and team members to ensure flexibility was achieved.
* Carrying out meetings and ongoing communication through various tools such as WebEx, Skype, Teams, E-mails & Telephone.

**Frontline Consultancy – 1st/2nd Line Technical Support**

**October 2014 – May 2017**

* Researching potential problems customers may be experiencing and consulting documentation in order to learn about the issue and document this within a shared resource for colleagues to use in future instances.
* Communicate in real time with customers and help to resolve matters by presenting them with information which may be useful or supportive.
* Arrange and manage customer meetings within a shared resource.

**Ricoh – IT System Analyst**

**July 2012 – October 2014**

* Converse electronically and personally with internal and external clients at different levels of seniority within the business.
* Provide training to internal/external clients and colleagues alike at varying skill levels.
* Maintain a relationship with third parties and act as a bridge between the third party and customer.
* Demonstrate professionalism and exceptional customer service at all times to ensure the highest levels of performance are achieved in all aspects of the role
* Deliver outstanding customer service at all times whilst achieving notable performance against target

**Hobbies & Interests**

I enjoy spending my free time with my loved ones, riding my motorcycle, walking with my dog and traveling. It is also a great passion of mine to attend ‘skirmishes’, which can range from close quarter combat games to themed games such as: Resident Evil. It’s great to work within a unit in order to achieve our objective and progress forward.

**References available upon request**