Jamie Foden

22 Milton Avenue, Millbrook, Stalybridge

SK15 3HB

• 07944 451690 • [jamiefoden0@hotmail.co.uk](mailto:jamiefoden0@hotmail.co.uk) •

• LinkedIn: <https://www.linkedin.com/in/jamie-foden/> •

Personal statement

An I.T Technician, seeking a varied and challenging position that will consolidate my various types of skills and experience, which will also offer me chance to develop myself. I have a wide range of knowledge when it comes to computers and laptops, which I have demonstrated through 4 years of being a technical customer service adviser. In that time I have rebuilt desktops and laptops, repaired desktops and laptops, both in a hardware and software capacity. I can work well in a team or on my own, I am a quick learner who is always ready and willing to try new challenges. I feel I am an approachable and respectable person, who is always ready to help people and is flexible.

Key skills

**Effective communication:**

Able to communicate in a variety of ways, both verbally and orally – demonstrated in various presentations at college, as well as in the work place.

Working in customer service has also helped me to build and expand on my communication skills. My role at Currys PC World involves daily interaction with all kinds of people, with all kinds of issues.

Confident communicator in the work place - as shown when managing the customer service desk when management were away. Driving the team to hit targets and over-achieve, also making sure customers get the best experience.

**IT & Technology:**

I am very proficient in a lot of aspects in I.T, especially software and hardware fixes.

I am also willing to learn any new skills that my future employer would like me to have.

**Time Management:**

I have good time management skills which I have demonstrated at Currys PC World when dealing with customer service issues.

I have also shown this when fixing computers and laptops to a deadline.

Another time of showing this skill is at college where I would have deadlines for presentations.

**Teamwork:**

In the workplace teamwork is always a key skill to have, I’ve worked in multiple teams at Currys whether it’s customer service, sales or warehouse. It makes working easier when you know what is going on.

I have also demonstrated this skill on multiple occasions while playing rugby, cricket and football.

Education

Tameside College

(September 2010 – June 2011)

**Qualification:**

B-Tec National Diploma in I.T

**Grade:**

Merit Grade

****Copley High School****

(September 2005 – June 2010)

**8 GCSEs, grade A-D, including Maths and English**:

English C Maths C

Science D Additional Science C

Geography D History D

R.S. D ICT C

Employment History

Part-time I.T Technician, Mobile PC Rescue, Droylsden

(February 2018 – Present Day)

Achievements and responsibilities:

* Dealing with business customers and consumers who required technical support in a professional manner.
* Diagnosing issues on PC’s on site at offices and homes.
* Advise business owners of best practices for health and safety in the workplace.
* Ensure security is in place and current on all servers and workstations.
* Assist the owner in day to day computer maintenance in offices at businesses such as solicitors, estate agents etc.

Full-time Customer Service Assistant, Currys PC World, Ashton-Under-Lyne

(March 2015 – Present Day)

Achievements and responsibilities:

**Technician:**

* Diagnosed and fixing Hardware issues.
* Installed new Hardware in Desktops and Laptops.
* Resolved Issues with Operating Systems.
* Resolved Group Policy Client Errors.
* Removed Viruses and Malware.
* Found fixes for reoccurring issues.
* Trained staff on how to fix both Desktops and Laptops.
* Setting up Equipment to the customer’s needs.
* Going off site to help customer’s at their houses.
* Also, shown customer how to use

**Customer Service:**

* Greeted and served customers in a polite manner, both in person and on the phone.
* Dealt with customer complaints and issues on a daily basis.
* Trained new starters on processes in store and how to deal with issues.
* Hit and over achieved my targets.
* Helped other staff members hit their target.
* Helped come up with ideas to earn more money on the desk.

**Admin:**

* Cashing up the tills at night.
* Balance the safe.
* Counted stock.
* Ensured daily paper work was filed and filled in correctly.
* **Warehouse:**
* Replenished stock on shelving in a neat and tidy manner.
* Ensured the shop was presentable for visits.
* Brought in deliveries and took stock out for customers.

The achievements I have received are as follows:

* Made head technician in 2016 due to my technical abilities and my understanding of computers.
* I was made second in charge of the Knowhow Desk, due to my performance hitting my targets and training staff well. On multiple occasions I was in charge of the desk when Management were on holiday, leading the team to hit targets and deliver a good customer service.

Hobbies & Interests

I enjoy playing my sports when I get time, which are: 5 a-side football, Rugby and Cricket.

My interests are science and astrology. I also enjoy reading and listening to music. I love going on countryside walks where I can do photography with my drone and my camera. In my spare time which is sparse, I play videos games and build/repair computers for friends and family.

References

References are available upon request.