**CV of Alan Swanwick**

61 Peterlee Close

St Helens

WA9 5HB

Mobile: 07720319413

E-mail: [alan\_swanwick@hotmail.com](mailto:alan_swanwick@hotmail.com)

**About me**

I consider myself to be a hardworking, mature, trustworthy and well organised individual who has amassed over 20 years of customer service/technical/people and life skills both as an advisor and in a leadership capacity. I firmly believe that a true and inspirational leader does so by leading their team from the front instead of pushing them from the back. I work extremely well under pressure and to strict deadlines and have the ability to work well as both part of a team and also on my own. I have a very flexible yet professional approach to my work.

**Employment Details**

Voice and Data Site Engineer. December 2019 – Present Day

Informatics Merseyside (For NHS).

***Contracted by NHS via Informatics to undertake configuration and deployment of Cisco IP phones and network gateway installations all across Merseyside secure mental health areas.***

* Configuration and building of Cisco VoIP phones.
* Deployment of Cisco VoIP phones to various NHS sites.
* Installation of Cisco gateway devices at various NHS sites.
* Troubleshooting and floor walking on NHS sites.
* Direct interaction with end users, project management and NHS site management.
* Technical surveys of NHS sites pre installation in preparation for VoIP crossover.
* Cisco Call Manager
* Cisco Unity Connection
* Enhanced DBS Cleared
* IT Service Management Software (Sostenuto).
* Active Directory.

Application Support Analyst / Technical May 2017 – May 2018

On Boarding Specialist. Yodel

* Setup and configuration of new accounts on Net Despatch shipping tool and ancillary systems.
* Liaise verbally with clients and provide comprehensive and articulate support/information on system use and functionality.
* Take full ownership of requests self-assigned in a work queue to business SLA.
* Access clients’ networks via a remote connection to configure hardware and system access.
* Provide technical support to clients when issues occur in warranty period.
* Liaise with Client Admin, Commercial, CIM Support and ISS teams when on-boarding clients.
* Troubleshoot any technical issues which arise when clients are testing use of their accounts.
* Liaise with affected Users, other IT support teams, business areas and third parties in the investigation, resolution and escalation of problems & incidents ensuring that all SLAs are met.

1st line Technical Support Advisor February 2017 – April 2017

Curveball Solutions

* 1st Point of contact for faults or disruptions of service to clients
* Logging of faults through CRM Software package
* First time resolution of faults through the Gamma portal
* Installation of client hardware at clients premises
* Resolution of mobile device faults over the phone or in person
* Installation/fault resolution of Mobile device management
* Liaising with business directors, heads of business and other various professional specialists in a professional and courteous manner
* Keeping clients informed about any ongoing faults and updating timescales where appropriate.
* Set up, distribution and troubleshooting of MDM devices with MaaS360.

Retail Technical Specialist August 2010 – February 2017

O2

* Dealing with a large variety of technical enquiries across a vast range of technology including mobile phones, iPad, other tablet devices, wearable technology, mobile broadband and laptops to name but a few.
* A customer facing role which requires me to deal with many different people from all walks of life which I do in a professional and courteous manner, whilst portraying a professional image of the O2 Guru brand.
* I also liaise with our business teams and have visited various companies to offer technical support as well as helping to train the client on whatever devices they have including iOS, Android and Windows devices.
* The role also requires training to be delivered to all store staff when any new product is released which involves sourcing the training material from various places.
* Required to liaise with and build close relationships with various manufacturers which is something I really enjoy.
* Part of the leadership team in store so also carry out 1 to 1s, coaching and development sessions, role play sessions, team meetings, motivating staff on a daily basis via team huddles and help with the day to day running of the store.

Customer Service Team Leader February 2005 to August 2010

Home Retail Group (Argos)

* Responsible for a team of approximately 18 people.
* Dealing with escalated phone/written complaints through to resolution, team resource planning.
* Ensuring the team reaches predetermined KPI’s.
* Holding regular team meetings, monthly reviews and weekly one to ones with each team member
* Maintaining the highest levels of motivation and engagement throughout the team.
* Recognising areas of coaching and development of team members and implementing personal improvement plans at earliest opportunity.
* Weekly call accreditation sessions, flash meetings and other various team leader duties.

Centrex Coordinator December 1999 to February 2005

Telewest Business Solutions

* Working closely with internal sales executives to ensure all work carried out to client expectations.
* Centrex data fill of single and multiple subscriber lines using various system x digital pc based switches
* Working closely with business faults team for timely fault analysis and resolution
* Excellent customer service skills required as main point of contact for both internal customers and external customers i.e. local councils and heads of various businesses.

1st Line Helpdesk Advisor December 1998 to December 1999

Telewest Communications

* Quick and efficient allocation of resources and manpower against a given quota of regional faults.
* An ability to quickly diagnose and resolve any faults was essential.
* Excellent communication (both spoken and written), customer service and problem solving skills were required to resolve problems within specific call times whilst keeping customers informed at all times.

Operations Centre Representative October 1997 to December 1998

Telewest Communications

* Contacting customers prior to and after install
* Dealing with and resolving any problems that arose at any point during the installation.
* Liaising with internal customers in a professional and courteous manner.
* Dealing with various field based supervisors and crews.

Assistant Manager May 1993 to May 1997

Woodlands Hotel, St Helens

Responsibilities included the general day to day running of a busy public house, dealing with any personal problems with the staff, drawing up staff rotas and dealing with large amounts of monies. Dealing with customers in a tactful and professional manner.

Bartender June 1988 to January 1993

Merseyside Police Club

* General bar duties
* Dealing with customers in a professional and courteous manner