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**Personal Profile:**

I am an experienced customer service agent and team leader, I also have a small claim to fame as a World No.1 (see Hobbies), I have worked as a team leader on a 4 man service desk and been in face to face support with customers through site visits. I enjoy helping others with IT problems and assisting members of the team to boost efficiency and skill. I’ve received praise from company directors on my handling of complex situations and my responses to operational demands. I like to analyse an issue to come up with the best approach for a solution, I’m capable of researching into anything I don’t yet understand to find out new solutions and build on my skills. I enjoy meeting and talking to new people and like to get tasks done promptly with no fuss.

I have a clean UK driving licence, my own car and I enjoy driving (currently been as far as Aberdeen and London). I’m looking to work in a customer/client service related role as I enjoy being able to help others and improve services for others. I am looking to gain a mortgage with my girlfriend so that we can get a house together, my current temporary role has come to an end as permanent staff were moved back onto the team I was part of, so I am looking to find a more stable job where I can improve and use my skills.

**Work Experience:**

**IT Helpdesk Agent at Nottinghamshire County Council** (November 2018-July 2019)  
My role at Nottinghamshire County Council (NCC) involved taking a lot of inbound calls on a daily basis from other NCC staff around the county, this role had a lot more scope for different systems and end users than my previous roles, but a lot of the responsibility for managing systems were given to other teams, so our role was to mostly apply simple fixes or have an in-depth knowledge of our infrastructure to escalate issues to the appropriate teams.

Given my past experience I had a lot of skill with the systems used already and was able to hit the ground running, getting on the phones and helping out really early on, I grew my skill base to include a lot of the other systems used by working next to some of the 2nd line engineer staff. Overall my key feats working in this role were high customer satisfaction and a lot of technical fixes that were above what was expected, the team while I worked on the desk was continuously praised for its continuous improvement and customer satisfaction.   
**My Responsibilities:**  
- I would **use software/system** such as: Sharepoint, MS office, Office365, Active Directory, MS remote assistance, MS remote desktop, RegEdit, Powershell, System Center Configuration Manager (SCCM), Skype for Buisness,- Perform regular scheduled tasks and work to complete logs made in an SLA based ticketing system, ensuring we complete work in a timely manner.- I would also be responsible for keeping record within the ticketing system of all work that I would perform on issues.- I would act as 1st line support and escalate any issues as appropriate- Issues would arrive by email or via telephone, where we would then be required to keep full documentation and be able to log these calls into the ticketing system with full notes.

**Service Desk Team Leader at Geostream** (March 2018-October 2018)  
During my time on the service desk, I had shown many times that I could identify ways to improve service and where changes could be made, I would propose these to my team leader and from time to time in meetings with our manager. Eventually the team leader role became vacant and so I put the time in and showed I could do it. Within a month I had made considerable improvements for efficiency and to make things easier and simpler within the Vivantio ticketing system for the team. I had been given praise from the head of IT of the client and took a real sense of achievement from what I had been able to accomplish. For the majority of the time I was in charge of a team of three others.  
**My Responsibilities:**  
- I was responsible for compiling monthly reports and statistics for the service desk which would then be passed to the heads of IT for board meetings with the directors.  
- Provide support and training for the members of my team to ensure they could perform duties to the best of their abilities.  
- I would over see projects for the desk to improve services and functionality, such as creating an improved category list for tickets to better assist searches and creating stat reports.  
- Oversaw the knowledge base which contained all the guides for the desk and would check incoming guides from the client to make sure we were authorised with our directors.  
- I would join in on conference calls with the heads of IT and meetings with the directors to put forward ideas and participate in discussions for the future of the desk and what would need doing.  
- If there was any issues with the workings of the team that were raised with me I would investigate what had happened and either implement changes to ensure that future mistakes are unlikely or provide feedback and evidence of what was being done for the client’s head of IT.

**1st line IT Support Engineer at Geostream** (March 2018-July 2018)  
A little over a year after starting I was able to secure a promotion as both the service desk team leader and cover as a 1st line support engineer with Geostream. This came with a lot more responsibility and now rather than dealing with just the one client I was dealing with support for everyone of Geostreams clients, as well as managing the desk I used to work from. Here I was praised by the Head of IT from the service desk’s client for my management of the desk and my reforms that made the desk far more fast and efficient. I also trained up the two new staff who were brought onto the Service Desk.   
**My Responsibilities:**

- I would **use software** such as: Filemaker, Sharepoint, Onedrive, MS office, AEM, Splashtop, Unifi Control Centre, Office365, Group Policy and Active Directory, MS remote assistance, MS remote desktop, Office Exchange.  
- I provided support for the full customer base of Geostream providing 1st line support  
- I would assess each ticket and provide notes and documentation on anything I do, and escalating up further when appropriate.  
- Issues would arrive by email or via telephone, where we would then be required to keep full documentation and be able to log these calls into the Ticketing system with full notes.  
- The majority of all customers made use of Cisco network products which we were responsible for monitoring and maintaining   
- I would also set up PCs & laptops in office which would go to customers, as well as work on a range of hardware for different customers.  
- I would go out on site visits to customers to over see installations, as well as, help set up new equipment.

**Service Desk Analyst at Geostream** (February 2017-March 2018)  
I was approached as being the best candidate for an IT related role. I immediately found that I fitted in well with the office and made friends with a lot of the staff in Geostream. I enjoyed being able to learn something new and push my IT skills, whilst also being able to deal with a vast number of customers and clients with Geostreams largest customer. The service desk was designed to deal with one individual customer as the demand on the business needed a team of 3 to deal with a nation-wide business.   
**My Responsibilities:**  
- **Use software** which includes: K8, Vivantio, Office365, MS remote assistance, MS remote desktop, Office Exchange, Skype for Business, Group Policy and Active Directory.  
- This customer made use of Cisco network products which we were responsible for monitoring and maintaining.  
- Perform regular scheduled tasks and work to complete logs made in an SLA based ticketing system, ensuring we complete work in a timely manner.  
- I would also be responsible for keeping record within the ticketing system of all work that I would perform on issues.  
- Assist a range of clients with various issues, from sales consultants to company directors.  
- Issues would arrive by our ticketing system, or via telephone, where we would then be required to keep full documentation and be able to log these calls into the ticketing system with full notes.  
- I was responsible for maintaining a vast range of guides and documentation for all the processes that the desk would perform and assist with.   
- I would act as 1st line support and escalate any issues as appropriate to the clients own 2nd line team, or to third parties when appropriate

**ICT Business Administration Apprentice at Scintilla** (December 2015-January 2017)  
I returned as an apprentice and contained my former duties, my main purpose now though, was to update Mansfield Community and Voluntary Service’s (MCVS) contacts directory and scintillas page for the MCVS website  
- After this I was tasked with building Scintilla a website and maintaining their social media accounts, this was to further promote the business.  
- I also now performed additional duties such as manning reception on many occasions, archiving files and collecting, franking and then sending off the post.   
- Whilst in this post I underwent a fair amount of training, including official prevent training, training in the use of Wordpress for web design and was shown how to effectively manage the reception of the building.   
- I was also given extensive knowledge on all the procedures for fire drill, locking up the building and how to manage room bookings and setting up the rooms appropriately on the day.

**TBS** (To Be Sourced) **Specialist at Crystal Martin** (September-December 2015)  
I started out doing standard stock duty tasks to learn the codes and layout of all the warehouses, this included topping up aisles with new incoming stock, rearranging new stock into spare aisles and then updating the warehouses systems to show the location of the new stock and also reviewing the warehouses systems to make sure that all listed stock was present and in the right location.   
After this I presented myself to become a member of the newly created TBS team which was in charge of locating and dispatching missing items that no one else had been able to find, I pride myself on being one of the only ones on this job to find the majority of items and keeping the lists of items required adequately maintained. I would also later on go on to help keep several of the warehouses I worked in organised by instructing others on where stock need moving to and where additional work was required to keep everything running smoothly.

**ICT Business Administration Trainee at Scintilla** (July-September 2015)  
I enjoyed working here due to the friendly staff and colleagues, I got along well with everyone and enjoyed producing documents and promotional materials that were appreciated and boosted the centres services. I also liked working on the reception desk, as here I got to answer phone calls and meet customers and clients that I helped and greeted. I liked to make everyone feel at easy to provide the best service I could.   
**My Key Responsibilities Included:**  
- Working on reception, taking incoming calls and messages, I also greeted clients and customers  
- Designing and producing promotional materials digitally, these could then be used by scintilla at events or in office for promoting the business. I produced leaflets, booklets and a display board.   
- I assisted with administrative jobs by keeping records and filing documents regarding learners.   
- I also assisted the whole building with any technical ICT issues they had.

**Front of House Customer ICT Support at Mansfield job centre** (January-March 2015).   
I enjoyed working here as I loved being able to meet new people and give excellent service when helping them to use the IT equipment. It gave me greater confidence with talking to new people and offering quality services to customers.   
**My Responsibilities Included:**  
- Helping Customers to use the job centre’s computers for various tasks from CV creation to use of the centres own systems and software  
- I assisted staff throughout the building with computer related issues and performing checks to ensure that all computers were working correctly each day.   
- I would also assist with administrative jobs when needed and helped to keep our stock of documents maintained to adequate levels on a daily basis

**Science Lab Technician Assistant at Joseph Whitaker School** (8 weeks in 2012).   
This was part of the schools work experience programme that all pupils undertook, I was originally booked to work at the Nottingham Trent University’s Astronomy department, but after a double booking issue at the university days before I would start I had to quickly organise a new placement with the schools technician department. I enjoyed this role for all the time I spent talking with other members of staff as colleagues and being able to assist others with using the equipment when required.  
**Key Duties Included:**   
- Supplying appropriate equipment for experiments in time for classes that would need them.  
- Assisting staff in performing experiments or related paper based tasks  
- Keeping record of supplies used and operational equipment levels in the many labs and class rooms around the facilities

**Qualifications:**   
**A-levels:**  
Level 3 Btec IT – **Distinction**   
Level 3 Btec applied sciences – **Pass**  
Systems and control – **A** in coursework and robots. Overall grade **C**

**GCSEs:**  
Electronics – **A\*** Double science – **B/C**  
Maths – **C** English – **C**  
ICT – **Pass** Geography – **D**  
Cooking – **D**

I have a full clean UK driving licence  
I have been given some professional training on using wordpress for web designing  
I have been given training on CV writing and interview skills and have used these skills on several occasions to coach friends and give advice on other CVs.

**Hobbies & Interests:   
World No.1 Champions Player –** This is just my little curious claim to fame; 2018 I started playing a Trading Card Game called Warhammer: Champions, I built up a community for this game in 3 stores in my local area and was given a title of Heraldor (essentially a voluntary type role for promoting the game and hosting events). I participate in a lot of the major events for the game throughout the UK, which builds up points, these are used to rank players of the game for all over the world, after consistently playing and doing well at these events I have now reached a resounding lead on being number 1 which has spread my name throughout the community in both Europe and USA. The next step will be winning the world championship. **Tabletop Gaming** – I enjoy collecting, painting and playing various tabletop miniature games, taking time to work on every detail of my models and visiting several locations in Nottinghamshire to actively participate with others in a social environment. I have occasionally run demos for a few games, so people that are interested in starting a new hobby can try them out.  
**Books** – I have a fair collection of books and magazines that I enjoy reading through.  
**Space Sciences** – I have always been fascinated by star systems and the scientific forces that govern them, I was once a member of the Sherwood astronomy society when I was younger.  
**Computer Gaming** – Social strategy computer gaming with friends, often on online servers where you can meet and talk with people who share similar interests.  
**Walking** – My girlfriend and I spend a lot of time going on long walks around the local areas where we live.

**References:**  
Professional References:  
Glen Beasley – Manager of the Notts County IT helpdesks;  
Mobile: 07428247053  
Email: [Glen.Beasley@Nottscc.gov.uk](mailto:Glen.Beasley@Nottscc.gov.uk)

Fraser Young – Former Manager at Geostream:  
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