**Personal Details**

**Daniel Hemingway**

**Telephone Number :** 07944404895

**E-Mail Address :** [danhemingway@hotmail.com](mailto:danhemingway@hotmail.com)

**Address:** 280 lees Hall Road, Thornhill Lees, WF12 9HB

**Personal Statement**

I am a quick learner and I am keen to learn. I can work well both as part of a team and alone. I always apply myself 100% into whatever job I am doing and accurately record any information I feel may be relevant to the task I am completing. My main goal is to progress to a management level to reach my maximum potential. I work quickly but effectively and enjoy a busy environment as it is something I thrive upon. I learn policies which are implemented in the workplace and make sure they are being adhered to. I am motivated and always looking to go above and beyond what is required of me within my role.

Qualifications   
  
**Thornhill High School 2001 - 2006**  
English : D  
English Literature : D  
Mathematics : E  
Science : D/D  
R.E : D  
Design Technology : C  
Art : E  
Geography : D  
ICT: C  
  
**Wakefield College 2006 - 2008**  
BTEC First Diploma in Business Studies : Merit  
BTEC First Diploma in ICT: Pass  
Key Skills Application of Number Level 1 : Pass  
  
I was also a member of the student council at college. I had to attend regular meetings and voice other people’s ideas and concerns. Which I believe shows good time keeping, responsibility and trust.

**Career History**

**YCR Distribution, Dewsbury**  
Title: Senior Support Technician / Despatch co-ordinator  
Start Date: 4th March 2019 – Present  
Salary: £22,000

I am now back at YCR in my old role as the Senior Support Technician but I also have some extra responsibilities. I’m now responsible for any Epos machines that leave the building, to make sure they are correct and set up right before they get to our customers. I am also responsible for making sure problems from our customers are getting resolved and investigated and all email quires are dealt with, we currently have 2 apprentices that I pass these task on to and make sure they’re are carried out.

My main role is to test and check new software and current software for any bugs or issue that need fixing, these will then be sent off to the developers. I also answer some of the higher end phone calls from our customers that my other colleagues cannot advise on or help with.

My reason for looking for another role is that I don’t feel I could progress here any further, it is a small company and my next step would have to be if my manager was to leave.

**West Yorkshire Police**  
Title: Initial Contact Officer  
Start Date: 14th January 2019 – 15th February 2019  
Salary : £22,000

I worked for West Yorkshire Police; I was in my training/probationary period. The role was working in the Contact Centre taking calls from the west Yorkshire and surrounding areas from 101 to 999 calls.

I left here during the training period as I decided it was not for me.

**YCR Distribution, Dewsbury**  
Title: Senior Support Technician  
Start Date: October 2011 – January 2019.  
Salary: £22,000

I was one of the senior support technicians in the support department. My daily duties included helping a network of dealers with support on Epos and ECR cash registers. I also led training courses from a one on one basis to a room full of dealers wanting to learn the latest software on the market. On occasion I have been out to visit dealers on their customer sites around the country, this is to help out with issue they may have had and not be able to resolve themselves. 

On a daily basis I answered calls to support dealers with queries and helped them with any queries they may have had, the main part of my job was to test the latest software and hardware that would be sold to our dealer network, making sure it was all working correctly with no issues. I could be testing the latest software of a printer that has come in for repair and needs testing, it changed from day to day. I also supported dealers through team viewer and VPN connections daily if they required extra help.

I also provided support of iPads, Windows tablets & android Tablets for dealers that had our software on their handheld devices.

I trained two members of staff that are now working with YCR and are supporting all products we sell.

**Reason for Leaving**

I’m currently working at YCR but do not believe I can progress any further than my current role as it would take the manager to leave for me to progress any further.

**Lloyds Banking Group, Pudsey**  
Title : Support Desk Analysis   
Start Date : June 2011 - October 2011  
  
At Lloyds I was supporting the internal customers of the banking group, helping the employees within the branches with issue they may have. These issue included helping with their computer problems and getting their chip & pin machines working again. I was to support the internal customers with any issues regarding hardware and software issue on their computers or printers.

I used Active Directory to reset passwords when staff had locked their accounts or forgotten their password. I also remoted onto the servers within the banks to solve issues or reset the server but do not have a lot of experience with windows server. I was also part of the migration when Lloyds took over HSBC and moving the customer accounts over to the Lloyds servers and also moving the internal email accounts over to the Lloyds server.

**Reason for Leaving**

My reason for leaving was I didn’t have my own car at the time so travelling wasn’t ideal.

**ASDA, Dewsbury**  
Title: Sales Assistant  
Start Date: June 2006 - June 2011

This was my first job whilst I was in college. My duties were to keep the shelves looking full and filling them to keep stock replenished. I also brought in the deliveries and worked in the warehouse some days and on the checkouts. My other duties included changing the Shelf edge labels for the prices and marking down items that were on the days date. I worked on most departments whilst working here not just on one.

**Reason for Leaving**

My reason for leaving was I wanted to progress and ASDA was not the place I could do this using my collage qualifications.

**HMV, White Rose Shopping Centre**  
Title : Sales Assistant  
Start Date : September 2002  
  
This was my work experience when I was at school, this lasted two weeks. I dealt with incoming deliveries, pricing up the new items that had been delivered and helping customers with questions on products in store. I also organised the shelves and put stock back in order.

**CRB Cunninghams, Field Based**  
Title : Support Technician  
Start Date : January 2017 – August 2017  
Salary : £18,000

Whilst working at YCR Distribution I had left for 8 months to go andd o some field based work, this was for CRB Cunningham’s. They are also an EPOS based company, who install and maintain their cashless systems in the education sector.

Whilst working with CRB I would work in areas from Birmingham to Manchester, visiting schools and colleges installing, maintaining and troubleshooting issues with their epos systems or their cash loaders. This involved installing new touch screens and connecting them back to the onsite server, installing revaluer loaders and connecting those back to the server. I would also fix any issues with the touch screens and clean them up. I would swap parts in the cash loaders for example the finger print readers, note machines, coin machines, key locks, main boards and car swipe.

It involved me having to manage my time and checking on a morning which sites were a priority and how far the sites were from each other. I had to make sure all jobs were done throughout the day and in a timely manor, not to interfere with their meal times.

I was taken on to deal with the sites in the Leeds area but there was not enough work in my allocated area, this is why I started covering jobs in Birmingham and Manchester and place in between. I ended up leaving CRB as there was not enough work for my area; I was then offered a senior role back at YCR Distribution.

**IT Skills**

Within IT I have worked on quite a few things I will list below the subject I have a decent knowledge in.

* Windows 7-10
* Active directory
* Remote access
* Microsoft office
* IT service desk experience
* Installation of new hardware and software
* TCP/IP networking
* Support of Android and iPhone phones, Android and iPad
* Deploying and creating machine images