**Neil Walker**

Leeds LS4.

07562 785 452

[neilwalker9@hotmail.co.uk](mailto:neilwalker9@hotmail.co.uk)

Personal Profile

A highly competent and enthusiastic 1st/2nd line support analyst with experience of providing advice and support to system users via IT service desk telephone systems and remote support software. Highly focused with a comprehensive understanding of dealing with 1st/2nd line support calls. I understand the need of employing business practices/rules that improve efficiency, reduce operating costs whilst increasing performance. Now looking for a suitable position with an ambitious and exciting company.

Skills and Attributes

* Proficiency in IT hardware/software fault diagnosis and resolution.
* Good problem-solving skills along with the ability to maintain calm under pressure.
* Hardware roll out/auditing.
* DBS cleared and CSCS passed.

Experience

**Looking for work April 15th 2019 Present**

**CSR** (temp)

**Emovis Operations Leeds July 16 2018 - April 15 2019**

* My role was to take payments for crossing(s) at the free flow electronic tolling system for the Dartford Thurrock crossing in London and to advise when to challenge a charge (If a crossing went unpaid or unchallenged and with the addition of bailiff fees the charge can end up over £400 for a single crossing of £2.50).
* De-escalating angry callers and negotiating with them how to resolve issues.
* I dealt with a lot of bank details (confident with ISO standards to re assure callers) and strict adherence to GDPR.
* All calls had to be logged and accurate data entry required on the ticketing/recording systems.

**Factory Line Work** (temp)

**Encore Personnel June 2018 – july 2018**

Logoplaste, heavy industrial plant making bottles for Arla Foods

**Looking for work Dec 24th  2017- June 2018**

Receiving benefits, a problem with my housing situation made things difficult at this point. This is resolved now, I have moved.

**Post Sorting Operative** (Christmas temp.) **Nov.20th 2017 – Dec.23rd 2017**

**Royal Mail**

Sorting post for a very busy mail sorting centre; I moved around the warehouse learning about the different stages of the operation.

**Looking for work June 2016 – Nov. 20th 2017**

Pro-actively looking for work include sitting courses for a Certificate in Communications Cabling – Copper and Fibre Optic Cabling, a CSCS card course (construction site safety) and Customer service

**Administration (covering leave for a week) June 11th 2016 – June 16th 2016**

**Torque Logistics**

* Compiling and sending off excel reports for the warehouse to clients and general administration

**Looking for work May 2015 – June 2016**

**Administration July 2014 – May 2015 Uberdelic Art**

* Helping to administer a friend’s expanding eBay business.
* Dealing with phone and email correspondence, resolving queries, ordering products, packing products.

**Telefonica (O2)** (contract work) **April 11th 2014- June 11th 2014**

**Access control** (Identity Management)

* Administration of new access for O2 retail stores (retail stores, 3rd party etc) using Active Directory as well as an array of other systems.
* Creating new users, updating databases as new systems are implemented and authenticating access.

**Administration November 2012 – April 2014**

**Uberdelic Art**

* Helping to administer a friend’s expanding eBay business.
* Dealing with phone and email correspondence, resolving queries, ordering products, packing products.

**Looking for work August 2012 – October 2012**

**Installation Technician** (temp work) **June 2012 – July 2012**

**Computacenter**

* IT stock audit for 2 Sisters (formerly known as Northern Foods) at their Wakefield office.

**Looking for work March 2012 – May 2012**

**IM and T Technician** (temp work) **November 2011 – February 2012**

**Leeds General Infirmary**

* 1st and 2nd line IT support to all employees of the Leeds General Infirmary.
* Advice, evaluation, installation, fault diagnosis and fix relevant to PC’s, their software and peripherals.
* Physical onsite support to all levels of NHS trust staff, including roll out of digital dictation throughout the hospital.

**Looking for work November 2010 – November 2011**

**1st/2nd Level help desk support (temp Work) September 2010 – November 2010**

**Fujitsu**

* Providing hardware and software support for RBSG, Tesco and engineers requiring professionalism to purvey a good company image
* Dealing with hardware and/or software issues for PC’s, Tills, Hand held devices and printers.
* Working in a fast paced, high pressure atmosphere whilst being calm and considered giving me the ability to approach new tasks and obstacles efficiently and effectively.

**Looking for work August 2009 – November 2010**

**LLU Administrator July 2005 – February 2008**

**B.T. Open Reach**

* Providing technical support to customers (ISPs/telephone line providers), engineers and different departments to organise the installation and hire of BT phone equipment
* Inputting clients information quickly and accurately onto in-house systems
* Ensuring information is kept in line with data protection and Ofcom legislation

Training and Education

**Leeds Metropolitan University 2006 – 2009**

* + Dip HE computing: -
  + Modules Include: Database Application Development (SQL etc)
  + Project Management - Interactive Internet Systems (Inc. PHP, Flash, XHTML and CSS)

**Ralph Thoresby Sixth Form College 1999 – 2001**

A Levels: -

* + Mathematics, Physics, Design & Technology

**Ralph Thoresby High School 1994 – 1999**

9 GCSEs:-

* Maths, English and Science (A-C)