**Sergio Pinheiro Manuel**

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**Personal Profile**

I am a well-motivated individual who possesses good communication and interpersonal skills alongside a passion to deliver excellent customer service. I have outstanding organisational skills which allow me to work effectively and efficiently. I am confident and outgoing individual that possesses a positive ‘can – do’ attitude coupled with a strong work ethic. I can use my own initiative whilst carrying out lone tasks; alternatively, I have the ability to excel within a team environment. I can adapt well to any situation within a work environment. I am always willing to learn new things and challenge myself as much as I can.

**Key IT Skills**

* Server Operations System
* CCNA1, CCNA2, CCNA3, CCNA4
* Skills Development
* Digital Graphics
* Network Management
* Internet Technologies
* Human Computer Interface

**Employment History**

|  |  |
| --- | --- |
| Cordant Security - Security Officer | 13/2018 |
| Security (Cosy Club) - Door Supervisor | 12/2017 |
| PMP Recruitment - Warehouse Operative | 02/2017 |
| Leeds Community Healthcare NHS Trust   - Service Operative | 06/2016 |
| TC Facilities Management  - Office Assistant | 02/2016 |
| Capita o2 (Call Centre)       - Customer Service Advisor | 02/2015 |
| Golden Fry (PMP Recruitment)    - Warehouse Operative | 09/2015 |

**Education and Qualifications**

|  |  |  |  |
| --- | --- | --- | --- |
| BSc (Hons) Degree in Applied Computing |  | Level - 6 | 2013 - 2014 |
| FdSc computing – systems & Network |  | Level - 5 | 2011 - 2012 |
| FdSc computing – systems & Network |  | Level - 4 | 2010 - 2011 |
| System Support Level-3 National Certificate |  | Level - 3 | 2009 - 2010 |
| GCSE in English grade C |  |  | 2009 - 2010 |
| BTEC First Diploma for ICT Practitioners |  | Level - 2 | 2008 - 2009 |
| OCR ClaIT Diploma |  | Level - 1 | 2007 - 2008 |

**References Available upon Request**