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| **Jobsite CV for** | **Peter Maxted** | **26-Dec-2014 15:45** |

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| **Employment Market:** | Retail,Sales,Secretarial & Administration,Telecommunications |
| **Employment Type:** | All Jobs |
| **Notice Period:** | Immediate |
| **Salary/Rate:** |  |
| **Preferred Role:** | Customer service, Adim, Technical support |
| **Current Skill Set:** | Customer service, Adim, Technical support |
| **Preferred Location(s):** | BD10 |
| **Position Sought:** |  |
| **Current Work Permits:** |  |
| **Tel (Home):** | 07730391237 |
| **Tel (Work):** | 07730391237 |
| **Tel (Mobile):** | 07730391237 |
| **Email Address:** | peter125@hotmail.co.uk |
| **Date of Birth:** | 03/10/1992 |
| **Street:** | 11 North Hall Avenue, Bradford |
| **City:** | Bradford |
| **Postcode:** | bd10 0ry |
| **Education:** | School Qualification |
| **Graduation Year:** | 2009 |
| **Driving Licence:** | YES |

Peter Maxted

**ADDRESS: 11 North Hall Avenue, Thackley, Bradford, BD10 0RY**

**TELEPHONE: 01274 414025**

**MOBILE: 07432 247647**

**EMAIL: peterm125@googlemail.com**

# PROFILE

* A highly motivated and resourceful technical customer service agent.
* A positive, results driven professional who demonstrates first-rate communication, organisation and time management skills.
* An adaptable change manager who shares vision and inspires confidence and loyalty.
* Keen to deliver impressive results within a challenging new environment
* Excels under pressure.
* Multi tasking
* Fluent in windows xp/ 7/ 10 and MS office

### EDUCATIONAL DETAILS

**GCSE Results.**

Business studies: Merit this is equal to B

ICT: Pass this is equal to C

Maths: D

English language: C

English Literature: D

R.E: C

Science: C and D

Electronics: C

# CAREER HISTORY

**Xerox**

The Blvd

Geldard road,

Leeds

LS12 6NJ

**2nd Feburary 2015 - present**

**2nd Line Technical Advisor**

I joined Xerox in 2015 on a one year fixed term contract to provide 2nd line technical support to the HMCTS managed print service. At the end of my first year I was provided a permanent contract with Xerox and was provided the opportunity of working on the National Probation contract, Highways England and DEFRA, which I now leveraged across all three contracts. Each contracts has different SLA's and KPI's

**Main Achievements/Detail:**

* Updating incidents via remedy ,service now and AA10
* Contacting customers via email and telephone
* Resolving technical queries remotely
* Remote configuration of printers
* Assisting with creation of DHCP reservations
* Supporting deployment of new contracts
* Resolving Cloud printing and local print issues
* Creating and delivering training programs
* Creating process documents
* Winner of multiple employee of the month awards
* DBS and Security cleared
* Currently completing ITIL certification
* All audits passed
* Completed Lean 6 sigma

**New Day Limited**

Capitol House

Russell St,

Leeds

West Yorkshire

LS1 5SP

**June 14 – December 14**

**Collections Advisor**

Originally recruited via Santander cards my employment was transferred to New Day when they acquired Santanders store card portfolio. As a collections advisor my main duties included dialling out to customers and receiving inbound calls, with regards to arrears on their accounts. I would need to determine the reason for the arrears and if they can make payments towards their account and clear any arrears, if they could not I would provide information on ways they may be able to improve their financial situation.

I was also recently trained to work on New Days debt recovery unit, which provided me with more responsibility, including been able to set repayment plans and agreeing on settlements for customers who have had arrears exceeding 3 months. While in this role I was required to ad hear to the rules and regulations set by the FCA, and passed all mandatory assessments.

**Capita Customer Management**

Hepworth House  
Claypit Lane  
Leeds  
West Yorkshire  
LS2 8AA

LEEDS  **June 12 – June 14**

**Customer Relations – Debenhams Furniture**

Recruited by Capita Customer Management, I have been trained to provide customer service for Debenhams customers. This involved taking calls for a 1st  line customer service team. In this role I would place orders for customers, place returns and exchanges, track orders, advised customer of stock levels for stores and home delivery, and general quires regarding services provided by Debenhams. I was also responsible for overseeing customer complaints regarding their furniture orders. I was responsible for managing my personal emails, which would include emails from suppliers, delivery companies and emails from customers, and would need to respond to any correspondence within 48 hours.

# Telefonica O2 UK

# Arlington Business Centre

Meadow Lane

LS11 0NE

# LEEDS July 10 – April 11

# Customer Technical Support agent– Connected World

Recruited through the Randstad employment agency, I have been trained to support O2’s complete customer base including corporate and business customers with technical support. This involved taking calls for a 2nd line support team covering all aspects of the mobile network for both GSM/GPRS and 3G. The main purpose of the role was to fault diagnose faults with the network, the wide variety of hardware use to connect to the network and the various types of software used by the devices as well as many of the services offered on the O2 network.

Using Amdocs as a fault reporting and ticket raising system I would manage customers faults and own the customer relationship through to resolution within an ITIL based framework. Customers could be in contact through telephone or email and this may involve both incoming and outgoing contact from myself in a helpdesk environment.

Unfortunately the agency contract with O2 ended and no further positions within O2 were available.

Main Achievements/Detail:

* Successfully exceeded all targets in all KPI’s during the period of employment
* Successfully exceeded target in customer satisfaction surveys
* Achieved several awards for delivering world class customer service
* Nominated to advise and assist with the delivery of a major new network coverage checker
* Nominated as device technical specialist in for the Android operating system
* Successfully trained in mobile broadband and home phone technical support
* Completed and passed all call centre regulatory compliance courses to ISO 9000 standards
* Achieved passes in 28 separate technical assessments covering all aspects of mobile network and data support.
* 100% Attendance and time keeping record

# Nisa Local

485 Leeds Road

Bradford

BD10 8LD

# Shop assistant

# Nov 08 – July 10

Working as a general shop assistant in a mini market environment I was tasked with performing a wide variety of duties. These would include serving customers directly over the counter, cash handling as well as credit card/debit card transactions. I also maintained stock levels on the shelves and ensured a clean and pleasant environment for our customers assisting them with queries as to process and location of items.

Had previously worked for the owner as a Saturday and part time assistant from the age of 13. Left to pursue a possible career with O2.

Main Achievements/Detail:

* Was a trusted and reliable employee with a 100% attendance record
* Was entrusted to lock up at closing time
* Was entrusted to work on my own without supervision
* Took charge of deliveries and stock on behalf of the owner

# PROFESSIONAL DEVELOPMENT & TRAINING

* Customer Technical Support accreditation Dec 2010
* (consisting of 28 separate technical assessments)
* Mandatory Customer Service compliance July 2018
* (includes distance selling, data protection etc)
* ITIL Trained
* Six Sigma trained

## ADDITIONAL INFORMATION

* Full UK Driving License Interests: motor sport, cricket, computers.