# PROFESSIONAL SUMMARY

An enthusiastic & customer friendly First Line Help Desk Specialist. The primary contact & ‘go-to’ person for technical issues & queries. Prioritising & resolving multiple client requests according to severity, business impact & SLA response times. Taking ownership of user problems, monitoring progress & providing regular status updates to the customer throughout the incident lifecycle. Keen to progress into a Second Line role & study towards industry recognised certifications.

**EDUCATION**

* CompTIA A+
* BSc: Chemistry

**KEY SKILLS & EXPERIENCE**

* Customer perception
* First-call resolution
* ‘JIRA’ issue & bug tracking
* Basic network troubleshooting
* Windows Server 2008/12/16
* Incident Management
* Remote & face to face support
* Windows 7, 8, 10
* Active Directory
* Office 365
* ITIL

CAREER HISTORY

CAPITA SOFTWARE SERVICES (PAY 360)

1st / 2nd LINE SUPPORT CONSULTANT JANUARY 2016 - PRESENT

Providing advice, support & practical assistance to system users of Capita Payment Management Software & Hardware. Logging, prioritising & resolving 1st & 2nd Line Support issues with an unwavering commitment to customer care:

* Monitored & updated all assigned Help Desk cases raised via e-mail, telephone and Customer Portal within the defined Service Level Agreement
* Administered Remote Access accounts using Active Directory
* Took ownership of user problems & updated regularly
* Documented all stages of case investigation through to resolution
* Diagnosed performance issues on the customer’s local network & servers
* Raised ‘Request for Change’ & ‘Go-Live’ instruction documents
* Interpreted client logs for potential device connectivity issues
* Documented & updated new & existing procedures for the Service Desk
* Utilised Remote Access tools for connection to Client Servers
* Ran queries within Microsoft SQL databases to find & remedy issues
* Instigated & managed the Helpdesk IT Process ‘WIKI’ Pages
* Supported Project teams during new client installations
* Managed Customer expectations during system outages & escalation requests
* Liaised with Account Managers, Software Engineers & Third Line Support

MANCHESTER AIRPORT GROUP (MAG)

CUSTOMER CONTACT CENTRE AGENT MAY - DECEMBER 2015

* High volume Contact Centre environment (70-90 calls per day)
* Maintained updates on open calls & recording actions
* Resolved issues to customer satisfaction within defined SLA
* Generated daily statistics for call numbers and type
* Responded to customer queries & complaints via telephone & email

AIR PRODUCTS & CHEMICALS PLC

TECHNICAL SUPPORT ENGINEER DECEMBER 2004 - May 2015

* Provided bespoke analytical support services to staff & clients
* Took ownership of queries from first contact to resolution
* Logged service calls & tickets
* Resolved face to face, telephone & email requests
* Relocated & installed PC’s & peripheral devices
* Published & updated Standard Operating Procedures
* Collated, monitored & presented monthly safety compliance statistics
* Visited customer sites to install & demonstrate new kit