Dominic Leach

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**Information**

I am an accomplished Customer Support Operative who has operated in a variety of roles. I have a natural ability to adapt to most situations. I have developed excellent interpersonal skills throughout my career which will certainly enhance any working environment. I have been loyal, honest and reliable to all my previous employers.

**Personal skills:**

* Daily interaction with customers and the general public.
* The ability to learn and adapt to new requirements.
* Highly flexible with good problem solving abilities.
* Excellent Time keeping skills and reliability

**Education History**

* 10 A\*- C grade GSCE’s (results available on request)
* Comptia A+
* Comptia N+
* City & Guilds Certificate in IT Systems and Principles
* City & Guilds Level 3 Diploma in IT Professional Competence
* ITIL Foundation V3

**Work experience**

**March 2019 – September 2019 – Greenkeeper – Agesta Golf Club**

General Duties:

* Maintaining the Golf Course
* Machine Repair
* Preparing the course for Tournaments

**August 2018 – March 2019 – Customer Service – StubHub**

General Duties:

* Assisting StubHub customers via telephone, Web Chat and email.
* Providing excellent customer service
* Use of StubHubs internal IT systems.
* Taking ownership of customer queries and if required, escalating to the relevant department

**February – April 2017 - Technical support consultant, Zen internet**

General Duties:

* Providing support for small business and residential broadband users.
* Remote support
* Providing excellent customer service as a first point of contact
* Troubleshooting and resolving ADSL, Fibre, email and office 365 issues.
* Raising faults to 3rd parties.
* Taking ownership of issues from start to finish.
* Basic network support.
* General admin duties.

**December 2016 – Bidvest Logistics, Temporary Administrator**

General Duties:

* Inputting orders into the relevant systems
* General admin duties
* Liaising with different suppliers and departments

**2012 – 2016 - Agilisys LTD 1st/2nd Line support IT technician**

General Duties:

* Handling and logging calls from users
* Achieving an 85% First time fix rate
* Remote support
* Hardware Support
* Creating and managing user accounts
* Working with various public and private sector clients.
* Providing second line desktop support across several sites
* Liaising with users in a customer facing environment
* Imaging and configuring Desktops/Laptops and mobile devices
* Enforcing the information security policy
* Basic switch configuration (patching network points)
* Configuring VPN clients for users.

**2011-2012 – Agilisys LTD - Systems and Desktops Apprentice**

General Duties:

* Learning and applying second line support methods
* Configuring and Managing WDS (windows deployment services)
* Managing users and Groups in Active Directory
* Dealing with a large volume of users.

**Skill Set**

* Blackberry Servers
* Wireless Networks
* Windows XP and Windows 7/8.1
* Working knowledge of Active Directory
* Working knowledge of smart phones (Blackberries, iphones etc)
* MS packages Office 2007,2010 and 2013/ office 365
* Working Knowledge of Deployment systems (WDS, Ghost)
* Exchange 2010
* Remote access systems (RSA, lynx)
* Working Knowledge of VMware
* Citrix Xenapp and Citrix desktop
* Remote control use IEM/VNC
* Working knowledge of ITIL

**Personal interests**

In my spare time I enjoy travelling, playing football and socialising with friends.

**References**

References are available on request