**John Olubunmi Antonio** *- 24/12/1985 -54 Union Street Leigh, WN7 1AX- 07860241577*

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**Personal Profile**

I am passionate and enthusiastic about what I do, putting a great deal of effort into ensuring I carry out my tasks and responsibilities without the option of failure. I am an ambitious and highly driven person and confident in my abilities but also willing to learn from others. Working as a group has always been part of my working life and I have, through the years, developed intricate interpersonal skills, which drives fledging work relationships.

**Employment**

**2019-PRESENT**: *SERVICE DESK ANALYST*

FIRCROFT, BIRCHWOOD, WARRINGTON

* Reporting directly to the Service Desk Manager, the focus of my role is to provide support to a range of internal and external customers operating across a global, around the clock business.
* I provide first and second line support, logging all service desk requests received and ensuring efficient and effective resolution.
* I work with and assist a wide range of business users by analysing, diagnosing and resolving any issues they have.

**My key responsibilities include but are not limited to**;

* Receiving, logging and managing support requests from global users.
* Maintaining an excellent level of customer service and communication for all queries. This includes taking ownership of my tasks, taking accountability for previously assigned work, communicating progress in a timely manner and escalating issues when required.
* Because Fircroft is a global business, it is vital for me to be able to communicate clearly with all colleagues, some with a varying knowledge of the English language.
* Adhering to all Service Level Agreements (SLA’s)
* Creating and maintaining support documents and systems effectively.
* Helping to introduce and deliver industry standards across the service delivery and change arena, ie. ITIL framework.
* Setting up meeting rooms for audio and video conferences when required.
* Maintenance, installations and relocations of IT hardware.
* Administration of user management and troubleshooting software and hardware issues.
* Competency in using a global service desk tool.
* Excellent problem solving skills and a meticulous attention to detail.
* Working to tight deadlines within a fast paced environment.
* I was made Broadbean Champion for my team, meaning that I worked with various applications linked to this such as CV Library, Career Builder, Oil and Gas Job Search etc. Setting people up on these sites and also communicating with the third party.

**I work daily and am competent with many applications, including but not limited to**;

* Active Directory, Microsoft 365 Administration, Tempest, RMS Administration, Broadbean Administration, Sharepoint, Dynamic 365, Alea, Citrix App Centre, IMScan, CRM.

**2013-2017**: *WEB DESIGNER*

XOCUBIC, LONDON

Due to personal circumstances, I have been working voluntarily and flexibly at XOCUBIC from home to gain experience and utilise the skills I learnt at University.

* XOCUBIC creates websites for many different companies. I created a large portfolio of work; actual company websites and template advertisement sites.
* I created the whole site; the original design, visual aesthetics and the way the content is displayed.
* I worked on many different websites, from catering companies to a large car manufacturer.
* In this role I worked individually on my own projects, and also as a committed team member.
* I was involved in training some of the juniors in my department. I enjoyed being able to share my knowledge with fellow employees and help develop their skills.
* I took part in client meetings either in person or via Skype; I made a note of their needs and created the original sketches for their website. I really thrived in this creative side to the role, and loved being able to professionally engage with clients.
* I was involved in the administration side of the company; scanning, photocopying and filing documents, sending letters to clients, answering email and phone queries.
* I often called companies to advertise our services. This was my first experience of an Outbound sales role and I needed to utilise my communication skills.
* I am extremely organised and punctual. I thrive in situations where I can learn new skills and be part of a hard working team.

Following this role, from November ’17, I became a Homemaker in order to be the primary caregiver for my son.

-- This gap in employment is due to my last two years at University, where I wanted to concentrate solely on my studies, and therefore was not employed. Following this, I also had some personal circumstances which led to me not taking up any employment for a period of time --

**2006-2007**: *FRONT OF HOUSE HOST*

PIZZA HUT, CROYDON

* Welcoming customers and showing them to their tables, explaining items of the menu and assisting with any queries or issues.
* Impeccable customer service was my key skill here, being the face of the company as soon as customers walked into the restaurant.
* It was imperative for me to work swiftly and efficiently, by myself and with members of the team.
* At busy times I was required to assist the waiting staff with their roles too, so I was willing to take on other roles quickly and help out in any section of the restaurant whenever necessary.
* At the end of the day I completed the till roll process, counting and making note of the funds and making sure they were securely banked.

**2005**: *CHARITY FUNDRAISER*

CHARITY AGENCY, KENT

* Here, I worked as a door-to-door fundraiser for numerous well-respected charities such as the RSPCA, Barnardo’s, Children’s Trust and the leading Deaf and Blind Charities.
* This helped me to develop my confidence and communication skills; I was required to engage with many different members of the public from many different backgrounds.
* In order to fully explain the charity I was representing, I needed to retain a large amount of accurate information about each charity.
* I really enjoyed this role as it made me feel fulfilled to be raising money for such important charities.

**2004 – 2006**: *WAITER*

CYNTO’S RESTAURANT, KENT

* As a waiter I was at the frontline, I had to represent the image of the restaurant, providing excellent service within a busy and pressured environment.
* Working in a restaurant I was aware of food hygiene and health and safety procedures, which had to be followed, to meet the regulations and maintain the high standards required.
* I was promoted to supervisor level, which gave me greater responsibility within the team.
* I became responsible for training new staff and covering for absent colleagues as well as managing the smooth running of the restaurant.
* It was also important to me that I was able to retain the relationship with my colleagues and yet carry out my responsibilities

**Work Experience**

*SECONDARY SCHOOL WORK EXPERIENCE*

RASCALS LIMITED, WOOLWICH

* This placement taught me vital skills for employment such as punctuality, organisation and efficiency.
* Whilst here my tasks included logging information related to client meetings, working around system errors and, most importantly, working on the reception desk.
* This was my first experience of a customer-facing role.

**Education**

**2006 – 2009:** *University of Westminster, London*

* **BA(Hons) Information Systems (Year in Industry)** Predicted 2:1
* Main Modules: Business Organisation And Communication, Database Management Systems, Computing Distributed Systems, Interactive Marketing, Organisational Behaviour, Project Management, Rapid Application Development and Requirements Analysis.

**2003-2006**: *Mid Kent College, Kent*.

* BTec Electronic Engineering **National Diploma** – Merit
* BTec Electronic Engineering **First Diploma** – Merit

**2000-2003:** *Eaglesfield School, Woolwich*

* 9 GCSEs ranging from A-C grades, including English and Maths.

**Skills**

* As well as the skills mentioned above, I have a working knowledge of a number of computer-based software, these include but not limited to SQL, Visual Basic, and HTML. These skills I have gained mostly from my personal research and University. I am competent with computing software packages such as MS Word, Access, PowerPoint, Excel MS Outlook – use/install/Support, Windows 2000/XP, Vista and above. I am capable of using the Internet and email communication.
* I studied GCSE Communication, which was related to GCSE Business, and I was able to learn how to communicate effectively in business circumstances.
* As part of my university degree, I carried out presentations and participated in group discussions which developed my confidence and communication skills. In previous part time jobs I was also able to develop good communication skills with customers and also with my work colleagues.
* Most employment positions I have held previously have been within a team. This has helped in improving my team working skills. I have always been able to receive and give valuable contributions to any team I am involved in, either through work or socially.

**Interests and Hobbies**

My interests are wide and varied. My passion is within computing and I enjoy building and repairing computer software for friends and family. Most team sports interest me, with basketball and football topping the list and I have played on teams for both and love being part of a team and achieving together. I also collect all types of gadgets and am a keen gamer. I enjoy managing various teams within the gaming world. I have always been involved with local youth organisations and some of my proudest moments were in my late teens/early twenties when leading a dance group for my local youth group, based around the church and community. This included choreographing and organising rehearsals for a group of young people from many different backgrounds, helping them to work together and ultimately taking part in public performances. I have also enjoyed being involved with the church when living in Manchester and have keenly volunteered with the technical side to services. I also enjoy socialising and meeting new people.

**References**

* **Rebecca McGowan, 01925281464**

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