**One Week Notice Period**

**Personal Statement**

Flexible, motivated and hard-working candidate who enjoys a challenge and has great determination to succeed. I consider myself a logical thinker with an affinity for problem-solving. I'm a very technically minded person but also very much a people person; easy to get along with and enjoy talking to new people.

I'm a very quick learner especially when it comes to new technologies/software.

**Technical Skills**

Mostly worked in ITIL focused environments.

Highly proficient with Microsoft Office as well as Google Drive/Docs.

Highly proficient with most PC hardware and software.

Strong knowledge of MySQL.

Strong knowledge of HTML/CSS.

Beginner knowledge of php/JavaScript.

**Work Experience**

**April 2019 - Present. Hazel 4D - Receptionist/Technical Service Controller**

*Hazel 4D provides a variety of large businesses with packaging solutions tailored to their individual needs.*

At Hazel 4D I was recruited during a time of expansion with their growing interest in the sale of machinery. Initially I had more of a general in-house operations role with a misleading job title, but quickly moved into a more technical role relating to the machinery.

Main Responsibilities:

* Liaising with in house and third party engineers to promptly resolve issues with customer machinery.
* Carrying out servicing/repairs on in house and returned machinery.
* In house DIY tasks.
* Quote sourcing for any building work, service contracts / door replacement etc.
* Some basic in house IT support.
* Daily in house reporting on sales figures.
* Processing invoices for any machinery/service related work.
* Assisting in managing the schedule of the lead engineer.
* Organizing, setting up and maintaining machinery in the company showroom.

**October 2018 - February 2019. PRIMIS Mortgage Network - IT Technical Specialist**

*PRIMIS Mortgage Network supports a large number of mortgage brokers up and down the country with everything they need to conduct their daily business.*

At PRIMIS Mortgage Network I was a general IT specialist assisting brokers and in-house staff with day to day IT and non IT issues. This ranged from answering broker phone calls to carrying out DIY tasks around the office; no two days were ever the same.

Main Responsibilites:

* Remotely accessing client PCs to assist with problems/features.
* Answering phone calls frequently, helping with anything from printer setups and password resets to suggesting ways they could improve their daily conduct.
* Logging all calls and emails internally.
* Using reports to pinpoint frequent issues so that solutions could be put into place.
* Building or disassembling PCs and laptops in order to fix them, diagnose them or prepare them for use.
* Managing staff Active Directory accounts.
* Ensuring that all company owned PCs and laptops were up to date with their antivirus software and Windows updates.
* Managing the company asset registry and ensuring all company equipment is correctly accounted for.
* Carrying out various DIY tasks around the office. This could range from moving a users PC from one desk to another, to taking down partitions between desks and building new desks and PC accessories.
* Releasing emails after checking to ensure they didn't contain anything malicious.
* Organizing the sale or disposal of old and unwanted assets, or those bought in excess.
* Managing Staff and Broker Cisco VPN accounts and installations.

**April 2017 - October 2018. FIVE CRM - 1st/2nd Line Support, Data Management & Additional Services**

*FIVE CRM provides CRM software solutions which are highly configurable and can be adapted to specific needs of the client. The software functions as an online excel sheet in essence.*

At FIVE CRM I started out as a 1st line support agent but since my technical skills and affinity for computers were quickly noticed, I was transitioned to a trainee-development role after only a few months. I enjoyed the additional responsibilities of this role, but due to internal reshuffling I volunteered to forego progressing too far into development and focus on 2nd line support and additional services to the company’s benefit. Towards the end of 2017 my role heavily revolved around data management and reporting more than anything else, an aspect that I thoroughly enjoyed.

1st Line Support Responsibilities:

* Answering calls regularly and helping customers better understand their databases.
* Resolving issues and queries customers had regarding their databases or their data.
* Responding to client tickets promptly and in a professional manner.
* Logging calls and emails so as to get a better idea of what issue are most likely to arise, helping us focus on what we could train new staff on.
* Understanding the inner workings of each customer’s unique and complex system.
* Liaising with other departments and colleagues to ensure customers were put in contact with the best person for their current needs.

Development Responsibilities:

* Finding, reporting and proving issues with the software.
* Providing support to internal departments with computer or software queries.
* Fixing, amending or adding new features to the system code as requested.
* Attending weekly meetings to discuss new features and bug fixes.
* Assisting with more technical support requests and customer enquiries.
* Server management duties such as managing backups and system restores for customers.
* Updating and amending the company’s website
* Taking on ad hoc projects for larger customers.
* Managing and organising the data of some of the larger customers.

2nd Line Support and Additional Services Responsibilities:

* Taking on complex customer issues that couldn’t be dealt with by first line support agents.
* Managing and organising customer databases.
* Taking on projects out of working hours as requested by customers, usually involving data migration/organising.
* Training both new and old employees on different parts of the system.
* Liaising with developers to solve problems presented by customers.
* Dealing with issues and suggestions given to us by the larger customers, ensuring maximum attention to detail.
* Creating and amending special scriptlets as required.

**October 2015 - March 2017. Nigel’s Handyman Services - Property Maintenance**

*Nigel’s Handyman Services is an established, local service specializing in general maintenance work such as painting, plumbing, electrics, flooring and tiling.*

I worked alongside Electricians, Plumbers and general Specialist Tradesmen, undertaking various tasks and responsibilities and picking up new skills along the way.

Main responsibilities:

* Dealing with customer enquiries on a daily basis.
* Solving issues for customers and listening to their often very specific requirements.
* Helping manage expectations around situations where customers’ requirements were unachievable.
* Communicating effectively to ensure all details were catered to and all customer needs were met.
* Carrying out a variety of general handyman tasks, from installing new kitchens to assembling garden sheds.

**Education**

**Prince Henry’s Grammar School, Otley - Graduated 2014**

A Level

* Economics & Business Studies
* Mathematics,
* Physics

AS Level

* Chemistry

GCSE

11 Subjects with grades A\*-C including:

A in Mathematics

A in English

A in Physics/Chemistry/Biology

Distinction in IT