***PERSONAL DETAILS***

GIUSEPPE BARBASSO gbarbasso@gmail.com - +44 7879453977 – North London

***PERSONAL STATEMENT***

An organized, confident and motivated IT help desk support with five years’ experience, with good interpersonal skills to assist customers with computer issues. An excellent communicator with the ability to explain IT procedures in a practical and user-friendly way. Comfortable working as part of a team or independently with a focus on delivering quality IT support on a continuous basis.

***PERSONAL SKILLS / COMPETENCES***

Ability to manage and organize documents

Excellent customer service and communication skills, problem solving

Ability to work under pressure

Enjoying teamwork & ability to work independently

Ability to manage operation of staff in a diverse environment

Good organization and administration skills

Excellent communication skills, language skills – Italian (native), English

***COMPUTER SKILLS***

Microsoft Office 2010/2013/2016/365, Skype for Business

Microsoft Windows Server 2008/2012, Active Directory

Microsoft Azure, Networking essential and Mac operating systems

Firewall, Antivirus, Kaspersky Internet Security, TeamViewer

Good knowledge of Windows 7 and 10

Understanding of ITIL, Exchange, OneDrive and SharePoint

***WORK EXPERIENCE***

**Intelliworx Managed IT, London UK 1st/2nd Line Support Engineer**

August 2019 – September 2019

Office 365 Admin - add/edit/remove users, licensing, change password

Remote desktop support for customers, Windows 7 and 10 troubleshooting

Software installation, IT ticketing system (Autotask Datto)

**N3, London UK Customer service agent**

October 2018 – July 2019

Microsoft Azure Cloud customer service and basic IT support for Microsoft products and services

Azure customer support by chat. IT support for phone and card verification process for new users, Azure Dashboard, add subscriptions and support plans

Escalate to billing and technical support, how to create and submit a ticket

Lead generation, submit details of the customers for Azure projects

**Visa HQ, London UK** **Visa Specialist and Customer Service**

December 2016 – May 2018

Receiving, preparing and submitting applications for travel visas

Dialing with Embassy and Consulate regarding pending applications in a professional and logical matter

Scheduling interviews and appointments by phone for new customers

Answering calls from customers for visa requirements

Scanning and uploading of documentation

Responding to inquiries by email for company customers

**VF Services UK LTD (VFS Group), London UK** **Officer Operations**

October 2014 – December 2016

Processing applications, data entry and customer service

Attending to inbound customer calls

Collection and scrutiny of passports from the Application Centre

Scanning and uploading of documentation

Handling customer queries in person, by email and by phone

**Newmed, Milan – Italy 1st/2nd line support/IT Administrator**

April 2008 – December 2013

1st and 2nd line desktop support experience in a 50+ environment

Installing new systems for all employees, first point of call for all IT issues

Reset password Active Directory, setting up and disable user accounts

Experience with OS imaging & rebuilding, restoring personal data

Administrating e-mail, voice and access control, IT ticketing system (ServiceNow)

IT support for Office (Word, Excel, Outlook)

Managing Active Directory with Windows Server 2003/2008/2012

Managing password and security information system

Experience of working within project teams and dealing with external clients

Managing the IT budget, networking essential

Support hardware, multi-functional and personal printers, servers and laptops

Windows and Mac troubleshooting, IT Software License Management

Computer and hard disks recycling, arranging for the safe disposal of the same

**Sprea Editori, Milan – Italy Staff writer, CD/DVD production**

March 1998 – April 2008

Creating CDs and DVDs attached to computer magazines

***EDUCATION AND PROFESSIONAL QUALIFICATION***

2019 – Windows 10: Troubleshooting for IT Support - Lindekln

2018 – Microsoft Azure training, Networking Essentials,

2018 - Mastering Office 365, Office 365 Skype for Business – Udemy

2017 - Complete Exchange 2013 and 2016 Practical Guide – Udemy

2017 - Mastering Microsoft Exchange Server 2013 – Udemy

2016 - Using the Apple Mac and OSX – City Lit London

2015 – BCS level 2 ECDL Certificate in IT Microsoft Office Applications

2014 – Princes College School of English – London - Upper Intermediate level

2013-2014 – Excel and PowerPoint 2010 advanced course – London

2006-2007 – System Administrator course with Windows Server 2003

1989 – Diploma in computer science

***INTERESTS***

IT, Yoga, theatre, concerts and exhibitions

***REFERENCES***

Available on request