**Jordan Davies**

34 Turf Hill Road,

Rochdale,

07480 835 859

[jordavies99@gmail.com](mailto:jordavies99@gmail.com)

**Career Objectives:**

After working in an IT Service desk environment for nearly 3 years, the idea of moving over to network maintenance/support appeals to me and I have started to look at the training and certifications needed

**My Current Customer service Skills:**

* Excellent communication and IT skills gained whilst being at Innovative Technology

LTD and Education, Cloud Technology Solutions and Rochdale Council.

* Manage security options and software in computers and networks to maintain privacy and protection from attacks; perform regular upgrades to ensure systems remain updated.
* Strong understanding of networking hardware. (Such as patching phones, networking PC’s and Laptops)
* Experience Remoting onto external and internal user’s assets.
* Can use a comforting/clear manner on the phone to a customer who does not speak English as a first language.
* Makes sure that the customer feels positive about the call and also that they have felt they have been listened to and understood.
* Will let the user finish speaking before offering a solution or before asking for more information. Also I aim to let the user know that I am on their side and am there to get the issue resolved the best way I know how.
* Currently working in ITIL environment

**Education and Qualifications:**

**Whitworth Community High School: 2011 – 2016**

* GCSE’s x 10 including Science, Maths, English I and IT (B)
* ORC Level 2 Diploma in IT
* Successfully chosen to work alongside the teachers as a Peer Mentor for students in Lower years, I was also selected to be a prefect in year 11.

**Employment History:**

**IT Service Desk Agent: Rochdale Borough Council - August 2018 - Present.**

At Rochdale Council I am the first point of contact for any IT issues. I work in a small service desk team who provide first and second line support for users employed by Rochdale Council, Schools within the Borough and also some NHS sites.

Some of the duties I am tasked with are, making sure users have been set up in Active Directory and appropriate calls have been logged over to the appropriate tier 2 and 3 departments. I also have to provide first time fixes for certain applications such as (Word, excel, Capita Revs and Bens, OnBase, SIMS, Outlook)

My other tasks and duties also include:

* Adding users to mailboxes and shared folders
* Set up GCSX mailboxes.
* Remoting onto customers assets to provide fixes and diagnosis
* Administer users VPN accounts and support VPN error codes.
* Fixing issues with Excel/Word
* Diagnosing Outlook Issues
* Managing Mailboxes
* Adding Addresses onto the adult (ALLIS) and childcare systems (ICS)
* Managing Shared folders/Drives
* Running fixes for common windows 7 and Windows 10 issues
* Creating users on Safenet so they can access the VPN
* Granting external companies access to the Rochdale server (vpn)
* Issuing hardware to users

**Cloud Technology Solutions (CTS) - March 2018 - June 2018**

At CTS I was a member of the product support team who assist customers solving issues that

They are experiencing within their data migration from Microsoft to G-Suite. As CTS is a Google premium partner I used to deal with some high end customers such as, Spotify, RSPCA, Netflix, Groupon and National Geographic. My time at CTS help me to develop such skills as

* Overcome language barriers,
* Boost my confident with face to face video chats with customers and also making sure that the
* Becoming more confident with cloud services and data migrations

**IT Apprentice: Innovative Technology LTD: December 2016 – March 2018**

Within my apprenticeship at Innovative Technology I where involved in Team meetings

which gave me an opportunity to express any issues, give an update on tickets/projects and

get feedback off of customers. Early on in my apprenticeship I was given small projects

such as, asset tagging; upgrading the gate system; designing new id cards, I found that I

caught on and learnt the process of trial and error. From the success of this I had been given

the responsibility of setting up and deploying Windows Deployment Services.

For me to achieve this I had to first of all research and test different methods in which to get the deployments service working. I also consulted my college who is a network engineer so he could double check I had set up the DNS correctly. I had also been given the responsibility of being a mentor for IT temps and new members of staff.

During my time at Innovative Technology I had been given an Admin account for both Office

365 and Active Directory which has allowed me to learn and develop my skills as an IT

Support Administrator :

● I have now become very familiar with Microsoft Office 365 and many of the issues that

Occur with it.

● As part of the team I had the opportunities to develop my customer service skills by

taking calls, responding to emails and logging tickets.

● Also on a day to day basis I where working with windows 10 and resolving issues with

user’s machines caused by windows.

● I had also worked on some machines with windows 7 and vista. I have recently

been doing more networking work which I find very interesting.

● I also right a bit a batch and create new user profiles and issue access cards.

Software installations also are a big part of my job.

● Use Active Directory on a daily basis.

● Provide 1st and 2nd line IT support to customers

**Catering Assistant: Lords Caterers: November 2016 – December 2016**

●Getting in early to set up tables and prepare ingredients for the day’s dishes

● Serving customers (up to 200) on the East Lancs Railway steam train with a variety

of hot and cold dishes and beverages

● Clearing tables and washing up of pots, pans and utensils

●Providing high level of customer service to ensure repeat custom

**Sales Assistant: Nisa: March 2015 - December 2015**

● I worked at the local shop after school and weekends, this involved stock rotation,

bringing stock from the cellar, serving customers and processing cash and credit

Transactions

**References are available upon request**