**Adam Price**  
14 Burlea Close, Crewe, Cheshire, CW2 8SZ  
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**PERSONAL STATEMENT**  
I have a passionate interest in the IT industry and currently work as a Second line IT support agent. I am very loyal and have worked within the customer service industry for the previous 12 years. I am an ambitious individual wanting to further my career in technological support and feel that working within your company would enable me to achieve this. I am a keen learner and an exceptional team player.

**EMPLOYMENT  
ATOS 2LS MOJ Technology Service Desk- June 2018 – Present  
I am currently employed as a member of a second line support team, providing technical support for the ministry of justice. My role includes Office 365 administration and the utilisation of Azure compliance, for the purposes of Intune for mobile devices using Office 365 on IOS and Android.  
As a team, we have been successful in the migration of 120,000 plus users during this phase. I am responsible for taking ownership of incidents and changes through to resolution and dealing with security incidents. Other responsibilities include creating and amending AD security groups including the adding and removal of members and the creation of print queues and network management.**

ATOS 1LS MOJ Technology Service Desk- Oct 2016- June 2018  
Experience within 1st line customer support, has furthered my customer communication skills and development of a many of IT skills. I am able to proficiently process customer issues and resolve them competently. My role has enabled me to enhance my initiative and problem-solving skills. I am able to perform the triage of 1LS NAQ efficiently and to progress incidents to relevant teams. I was involved in the upskilling of the bridge team by identifying key trends in insufficient training or specific categories that require improvement. I gained experience of floor walking, assisting with access requirements, fix assists and the advisory of team allocation

Tesco Extra Crewe (Night shift) 2006-2016.   
During my employment I developed exceptional communication skills and confidence. I am able to effectively communicate with members of the public, colleagues and senior members of staff. I also developed leadership skills and gained the role of Team leader in my section that brought additional responsibilities to include; shift handovers and target setting, direction of staff and progress monitoring. My role required good organisational and problem-solving skills allowing me to work effectively and to a high standard.

**EDUCATION  
Victoria Community Technology School 2001-2006; A-C in core subjects to include IT.**

**SKILLS AND ATTRIBUTES**

* Competent using various Windows OS including; XP, Win8.1, Win10.
* Competent using varied Office applications.
* Confident with the use of Microsoft Exchange and Active Directory.
* **Office 365 administration.**
* **Knowledge of VOIP systems**
* **Knowledge of SCCM**
* **Exceptional customer service skills.**

**REFEREES**

Libby Beresford Chelsea Stockley Diane Ciesielski

2LS MOJ Team Leader 1LS MOJ Team Leader Personnel Manager Tesco

Rail House, Rail House, Vernon Way,

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