Daniel Michael Carroll

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**Personal statement**

I am hard working individual who is always willing to learn. I am punctual and take pride in the way I look and the way I dress. I have a very strong interest in IT hardware and systems and can see myself working alone or in a team to accomplish the task at hand. Taking pride in my work and completing it to the highest standard is of upmost priority to me.

**Key Skills**

* Proficiency in all areas of Microsoft Office, including Access, Excel, Word and PowerPoint
* Excellent communication skills, both written and verbal
* Can respond well to stress
* Can deal with most difficult situations with ease
* I take pride in the way I look
* I can work well within a team
* Can type up to 80 words per minute
* I want to learn and enhance current skills
* Full UK driving License

**Employment History**

**Barista and Sales Assistant, Costa Coffee, York**

*(September 2015 – June 2017)*

**Independent Sales Associate/Team Leader, Balance Xperia Sales and Marketing**

*(June 2017 – October 2017)*

Achievements and responsibilities:

* Incredible social skills and ability to work with anyone at different events.
* Learning skills to develop my efficiency within the job as well as progressing as a person.
* The ability to teach and train a tried and tested method
* I have recently been promoted to the position of team leader which means I was able to teach and train two other people how to progress as well as excelling in the job myself.
* The ability to manage time efficiently and be in the office ready and earlier than expected
* Carry out interviews and observations on behalf of the company and set tasks with deadlines.
* Ability to manage team members who were stressed and talk them down by running through their problems and crushing the negative.
* Ability to look at a problem and devise a solution in high stress situations.
* Good attitude to the task at hand as well as the people and colleges around me.

**Civil Engineer, J N Bentley, Skipton**

*(October 2017 – July 2018)*

Achievements and responsibilities:

* Working within a team of other engineers and site personnel to ensure multi-million-pound projects are completed on time and within cost parameters.
* Thorough checking with any piece of work as any discrepancy could incur massive cost.
* The first four months of employment I was focussed on learning the companies new accounts software, Xpedeon, which I was then tasked to create training material for and conduct training sessions. (This had never been done before in the company and succeeded flawlessly).
* Training: CSCS Approved, Confined space trained, Utility mapping trained, working at heights trained, Manual handling trained, Behavioural discussion trained.

**IT Analyst, Aviva, York**

*(October 2018 – April 2019) – Temp Contract*

Achievements and responsibilities:

* Coming into a team of thirty as a trainee IT analyst working on resolutions for problems raised by the thirty thousand internal and external Aviva staff.
* Good verbal and written communication when taking calls and live chats as well as delivering excellent customer service.
* Ticket logging detailing fixes implemented – especially important if going to a second line support team.
* Learnt the ins and outs of the three hundred systems used by Aviva staff daily.
* Ability to juggle tasks at points of high stress to ensure user’s wait times are as low as possible.
* Received good feedback from users due to my polite manner and ability to resolve the issue in a quality assured and efficient way.
* Working within the bounds of GDPR.
* Ensuring the security of Aviva systems and reporting of major incidents as soon as they arose.
* Good working knowledge of: Vmware, Active Directory, office applications, Azure, Citrix Xenapp, RDP and desktop support.
* Intel Trained
* Covered for operational support and monitored phone service
* Served as both first line and second line support for end users
* Assisted in the upgrade of machines from windows 7 to windows 10

**Underwriter, NFU Mutual, York**

*(April 2019 - Present)*

Achievements and responsibilities:

* Joining a team of around 40 Insurance underwriters answering first line calls from sales agents
* Taking given risk information and using guidelines in order to decide whether insurance is acceptable
* Training: Managing telephone conversations  
  Principles and practices of insurance – CII  
  Financial Crime Policies  
  Risk Perception
* Ability to work the queue to minimise workload on the team
* Completed high quality work to be used for authorised sign off

**Education**

**York College**

*(September 2014 – June 2016)*

IT Extended Diploma Level 3: D\*D\*D\*  
Units:  
Unit 1 – Employability Within IT (DISTINCTION)  
Unit 2 – Computer Hardware Systems (DISTINCTION)  
Unit 3 – Information Systems (DISTINCTION)  
Unit 6 – Programming (DISTINCTION)  
Unit 7 – Organisational Systems Security (DISTINCTION)  
Unit 8 – E-commerce (DISTINCTION)  
Unit 18 – Database Creation and Management (DISTINCTION)  
Unit 20 – Client Side Customisation of Web Pages (PASS)  
Unit 23 – Human Computer Interactions (DISTINCTION)  
Unit 24 – Microcontroller Systems Programming and Use (DISTINCTION)  
Unit 28 – Website Production (DISTINCTION)  
Unit 35 – Graphics for Interactive Media (DISTINCTION)  
Unit 38 – Animation (DISTINCTION)  
Unit 40 – Graphic Design (DISTINCTION)  
Unit 42 – Spreadsheet Design and Maintenance (DISTINCTION)

**Vale of York Academy**

*(September 2009 – June 2014)*

15 GCSEs, grade A-C including:  
English: C  
Maths: B  
Science: B  
German: C  
 2 Year Creative and Media Diploma Level 2: B (DD: Distinction)

**Hobbies & Interests**

I have always been interested in cycling and bikes starting from a young age. I learnt how to ride my bike by the age of three and since then it is one of my favourite activities; I often like to venture out to for bike rides to towns and villages just to visit them and simply see their way of life. It also gives me a  
chance to enjoy the lovely British country air. I frequently enjoy visiting my father’s place of employment and helping him with his work as a technician. I thoroughly enjoy driving after I passed my test on my first try.

**References**

References are available upon request.