| Ryan Filkins |
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| Date of Birth: 08/06/1994  Mobile Number: 07763075289  E-mail: Ryan@filko.co.uk |

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| Personal Statementds | I am young, positive and an extremely hard worker; I put 100% effort into all aspects of the activities I am involved in. I have an excellent eye for detail and I am always optimistic and enthusiastic about learning new skills. I am very helpful and good mannered. I can work excellent in a team but can also work very well independently, I feel if I am given feedback on something I need to improve I do not take it as an insult I see it as a target and motivation to improve this certain skill. I have excellent time keeping skills and I am a very reliable and flexible worker. |
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| **Work History** | **Adept4:** 28/07/2017 – present  At Adept4 my role is Service Desk Analyst, my duties include providing outstanding Technical support and customer service to many customers through our web portal, phone and email as well as carrying out various proactive checks through-out the day, at Adept4 I have been exposed to Windows server(various versions), Microsoft Remote Desktop, Active Directory, Microsoft Azure, Office365, Veeam backup and replication, VMware, Hyper-V, Autotask, Fortinet services, Solarwinds, Remote Desktop and many other valuable IT services.  **Garden Savings**: 04/02/2016 – 20/07/2017  Gardensavings is a landscaping company, My responsibilities included operating ride on lawn-mowers, operating and maintaining a range of power tools, weeding, planting, pruning and general grounds maintenance for commercial businesses and domestic customers to improve the appearance of the grounds, gardens and buildings. Striving to create a pleasant environment that is safe and secure for both the grounds owners and visitors. I communicate with a wide variety of customers on a daily basis and always make sure they are 100% satisfied with the work I have carried out, I believe this displays a high level of customer service on my behalf.  **UKmail(agency work):** 14/12/2015 – 22/01/2016  Here my duties include various warehouse duties from production line type work, warehouse cleaning, loading and unloading vans, hand-balling and scanning.  **Fujitsu:** 01/09/2014 - 27/01/2015 I finished working for Fujitsu on a temp to perm basis as a first line support technician supporting the Home Office in various technical difficulties they have, here I was exposed to technologies such as Active Directory, Fujitsu's own manual call logging system, Windows server 2008 and Citrix systems software.  **Direct Affinity Events:** 23/07/2013 - 03/09/2013  I was placed here on agency work with Hexagon Recruitment my duties included calling customers and providing excellent customer service in order to make appointments on behalf of car dealerships.  **Synapse Learning Warrington:** 02/05/2011 - 05/07/2011  Here I completed an apprenticeship in customer service, my role included calling numbers provided by a database and follow an on screen survey with the customer over the phone to achieve our daily targets. |
| **Interests & achievements** | I have a provisional driving licence and I am currently taking driving lessons. I have a passion for IT and in the next 6 months I see myself further developing my career in the IT industry, In my spare time I enjoy computer gaming, repairing and building computers, movies, cooking and socializing with friends. |

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|  | ICT Technician Course: NVQ Level 3 achieved, 07/09/2013 - 05/07/2014  Cisco IT Essentials: Pass achieved, 07/09/2013 - 05/07/2014 |
|  | Maths: Grade C achieved, 07/09/2005 - 04/06/2010  English: Grade C achieved, 07/09/2005 - 04/06/2010  Science: Grade C achieved, 07/09/2005 - 04/06/2010  ICT: Grade C achieved, 07/09/2005 - 04/06/2010  Catering and hospitality: Grade D achieved, 07/09/2005 - 04/06/2010  Media Studies: Grade C achieved, 07/09/2005 - 04/06/2010  Construction: Pass level achieved, 11/09/2011 - 02/07/2012 |