**Samantha Kerrigan**

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DOB: 11/04/86

**Personal Profile:**

A highly motivated individual with advanced call centre skills and good system knowledge. Excellent team player, and very driven towards hitting targets and achieving results. Good attention to detail, and a proven track record in reducing Quality costs for the business.

**Key Skills and Qualities:**

Results orientated

Effective multi-tasker

Customer Service expert

Ability to prioritise and work under pressure.

Good written and verbal communication.

Problem solving ability.

Quick learner

Trained on Microsoft Office Systems.

ITIL certified

Analysing and feeding back trends.

Time management.

High accuracy levels and good attention to detail.

Flexible.

Capable of building report within a team.

**Career History:**

**United Utilities – Service Desk Analyst** October 2017 – Present

A single point of contact and first line technical support for all IT enquiries from internal United Utilities customers, whilst following well defined ITIL processes.

Responsible for the accurate registration of new incidents and requests, as well as the assessment of business impact to ensure the correct priority level is assigned.

* Register all user incidents/requests to ensure accurate data and business impact is collated.
* Logging issues via Telephone, Web & Email
* Aim to fix user issues at the first point of contact to increase customer satisfaction and avoid the need to assign to 2nd & 3rd line support teams.
* Display excellent class customer service and communicate on a regular basis to ensure users are updated and aware of incident progress.
* Adhere to clearly defined ITIL processes and champion this across all support teams.
* Escalating priority issues via defined process
* Working frequently with Samsung mobile, Active Directory, Airwatch & Citrix

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**MDS – Service Operations Centre Co-ordinator** October 2017

With over 1000 tickets raised every month I am responsive for making sure we keep the customer up-to-date, working across multiple teams and chasing for updates. Working closely with the Service Delivery Managers, there are regular customer calls to attend, reports to write/run, escalations and managing major incidents should they occur.

Key responsibilities

* Prioritising my own workload
* Building relationships at all levels
* Excellent Communications – written and verbal
* Taking ownership
* Being proactive
* Maintaining attention to detail at all times
* Keeping calm under pressure

**Avios - Service Desk Analyst** June 2014 – September 2016

As part of the IT Service Desk I am first point of contact for all customers of IT Services, both internal and external, providing first line technical support, assisting them with hardware and software problems via telephone, email or Marval Web.

Key role responsibilities

* To provide 1st and 2nd  line technical support via telephone, email or Marval Web
* To maintain a high degree of customer service for all support queries
* To adhere to all service management processes and principles
* To take ownership of user problems and be proactive when dealing with user issues
* To log all calls on the call logging system, Marval
* To ensure resolution of customer queries, escalating to other support teams where required
* Support for all in house systems and business software
* Software installation
* Basic hardware build experience
* Key system monitoring
* Basic hardware diagnostics
* To document systems and processes
* To advise customers on the best use of systems
* Active Directory administration
* ITIL accredited
* Knowledge of working with MS Office products, Lotus Notes, Desktops, Laptops, Printers,
* Part of a 4 week rotating rosta covering a 24 hour on call service to the business
* Windows/VMWare administration
* Exposure to Avaya systems

**Airmiles Travel Company – Quality Executive.** November 2007 – 2014

Key achievements and responsibilities:

* Analyse company waiver report producing trends and analysis.
* Investigate booking errors to determine where accountability lies.
* Prevent repeat errors by effective liaison within individuals and managers.
* Call monitoring in line with Quality enhancement.
* Enhance Quality performance of existing and new staff by checking bookings and feeding back.
* Sign off Marketing material to prevent failure demand.
* Resolve all errors with the correct commercial and financial outcome.
* Build relationships with contractors and suppliers to ensure speedy resolution.
* Recently BSI (British Standard Institute) accredited, enabling the Quality Department to Audit and deliver high standards across the whole business.
* Quality check new and existing hotel contracts loaded into the system before they go live on our intranet and website for agents and customers to book.. (To do this I had to learn he procedure to load company contracts into our systems and then I spent 6 months quality checking solely contracts.) This was in depth and took a lot of attention to detail to complete.

**Airmiles Travel Company – Sales Agent.** May 2006 to November 2007

Key achievements and responsibilities:

* Responsible for booking customers flights, Hotels, and Holiday packages.
* Achieved good conversions ensuring my ancillaries were in the green rather than the red.
* Motivated other team members when sales calls were poor and moral were low.
* Produced positive feedback from customers who had a good experience booking their holiday with me.
* Worked well under pressure and managed to hit my targets.
* Took part in floor walking new sales agents and passed on my sales hints and tips to gain their confidence.

**Airmiles Travel Company – Customer, Collection and Accounts advisor.** February 2006 – May 2006

Key achievements and responsibilities:

* Responsible for helping customers know more about Airmiles. This included how to collect Airmiles, how to set up and register with us, how to open an account, and also the partners we deal with.
* Advised customers on how many Airmiles they currently have, and what destination their balance will take them.
* Successfully promoted our partners to customers and involved them in ways they can collect faster.
* Produced daily figures to my manager to show how many customers had joined our company and also how many had signed up with our partners, for example Tesco, Shell, Lloyds TSB and many more.
* Achieved good selling and promoting feedback from managers which incidentally helped me towards my Sales Agent role.

**Education:**

ITIL Foundation

TEFL in English Language

**Penketh Sixth Form College.** 2002 – 2004:

A Level in English Language

A Level in Physical Education

A Level in Media Studies

AS Level in Biology

**Parklands High School.** 1997 – 2002:

GCSE’s: English Lit (C), English Lang (C), Technology (B), Drama (B), Maths (C), Science (CC), Physical Education (B)