**CURRICULUM VITAE**

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## PERSONAL PROFILE

I am a highly skilled and resourceful IT professional and can demonstrate extensive experience in this field. I am a team player, as well as have the discipline and drive to work independently. For example, whilst working as a field engineer it was my responsibility to manage my own time and work at my own initiative. I am able to adapt to any environment fairly quickly whilst bringing with me a vast amount of skills and knowledge to help make the business more streamlined.

###### KEY SKILLS

* **Excellent Customer Service Skills** as demonstrated in most of my roles
* **Sales Experience - Direct and telephone**
* **Extensive Problem Diagnostics & Resolution**
* **Call Handling**
* **Full Office Duties**
* **PC/Printer/Laptop Repair & Technical Support**
* **Communication Skills** (dealing with individual end users who are not

familiar with technical jargon as well as business managers)

###### RELEVANT WORK EXPERIENCE

**Actively looking for work/Sabbatical 2018 - Present**

**Website Management & Maintenance of Vend System 2016 - 2018**

*Smoke-It (Electronic Cigarette Specialist)*

***During my time at Smoke-It I was solely responsible for the direct sales website as well as managing and maintaining the back end of the instore Vend system (POS)***

* Adding/Removing & Editing Products Online
* Creation of Mailshots to send via Email to customers
* Liaising with 3rd party companies regarding online operations
* Creation of photos/pictures for online content (using photoshop)
* Implementing discount codes/vouchers for use in online promotions
* Social media campaigns

**Customer Sales Assistant**, **2013 - 2015**

*Smoke-It (Electronic Cigarette Specialist)*

***Whilst at Smoke-it I was part of a team of 2-4, in small shop dealing direct with customers. I was consistently the top salesman. We did sales of up to £2500 daily selling products ranging from £4 to £100.***

* Sales of Products- Online & in-store
* Cash handling & End of day banking
* Stock Taking
* Credit card transactions
* Website maintenance and uploading products
* Creation & Implementation of procedures and training information
* Training of new staff members

**Barman/Waiter 2010 – 2011**

*Los Naranjos Bar & Restaurant (Mijas, Spain)*

* Interacting with a wide array of customers & creating a comfortable atmosphere

PC Engineer 2004 – 2008

*IDM Enterprises (Property Developers and Letting Agents)*

* Maintenance of their computer system
* Assisting in dealing with enquiries from tenants and clients
* Full Office Duties (copying, faxing, filling, call answering & transfer etc.)
* Basic network duties (account creation & deletion + File Backups)

**Assistant/Acting Manager (Sales & Technical)**, **2002 - 2004**

*Fonelink (Sony & Mobile Phone Centre)*

* Design & Implementation of in-store promotions
* Interacting with HR & Head office
* Cash handling & End of day banking
* Stock Taking
* Credit card transactions

**PC Engineer 2001 - 2002**

IDM Enterprises

* Providing full time hardware and software support.
* Upgrading the computer system and establishing their presence on the web.

**Customer Service Field Engineer 2000 - 2001**

*Synstar International*

* Providing hardware support to large nationally recognised companies (e.g. Natwest).
* I was required to adhere to my own schedule
* Meeting contracted Service **L**evel **A**greement’s.

**Printer Engineer 1999 - 2000**

*Fusercare / Printercare (Schriftbild Und Image)*

**Skills acquired:**

* Refurbishing Fuser units,
* Printer fault finding & repair

**Sales Assistant 1999 - 2000**

*TalkWorld Communications (Comtec)*

* **Mobile Phone Sales**
* **Sales & Support of Audio/Visual equipment**
* **Signing customers to Network Contracts**

**Technical Support/Customer Service 1998 - 1998**

ICL Sorbus

Demon Internet Technical Support Desk

**Skills acquired:**

* General Problem diagnostic & systematic problem resolution
* Configuration of Email packages
* Call logging (using Remedy).

**Technical Support/Customer Service 1997 - 1998**

ICL Sorbus

CompuServe Technical Support Desk

* Answering up to 100 calls per day with a 90% 1st time fix

## EDUCATION

**University of Greenwich 1997-1999**

* Computer Science B.Sc. (Two years’ attendance)

John Roane School 1995-1997

* A Level **English -** grade **C** A Level **Computer Science -** grade **B**
* Blackheath Bluecoat School 1990-1995
* **11** GCSE obtained (10 of which were grades **A\*-C**).

**(References available on request)**