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| 3 Turner Close  Kemsley  Sittingbourne  Kent  ME10 2UE | Phone: 0751 3141494  E-mail: martin.bridges@hotmail.co.uk |

Martin Fraser Bridges

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| Work experience | **End of Sept 2019 to Current** Morrisons Distribution Warehouse  Currently performing a role as a product selector while looking for a new challenge.    **Dec 2013 – End of Sept 2019** Vista Retail Support  (now known as Vista Technical Support)  Service Delivery Manager (work from home)  Responsible for 18 accounts of High Street chains to Service Teams with regards to providing IT support of their EPOS, to the team of Field Service Engineers.  Setting up new customers accounts, parts, sites & service plans.  Sharing of data and reporting of Service Level Agreement figures direct to the customer.  Resolving technical issues and providing future recommendations of Hardware support and Customer Service Improvement Plans.  **May 2009 - Dec 2013** Vista Retail Support  Field Service Engineer  Hands on field work, within high street chains, repairing and configuring, their computer & EPOS systems. PC’s, Screens, Scanners, HHT’s, Printers, Cash drawers, Chip and Pin Units & Networks.  **April 2007 – May 2009** Allied Worldwide International (HP Contract)  Field Service Engineer (HP Warranty)  Hands on field work, within private homes and businesses, repairing and configuring faulty HP equipment. Pc’s and Laser Printers.  **Jan 2005 – April 2007** Vista Retail Support  Field Service Engineer  Hands on field work, within high street chains, repairing and configuring, their computer & EPOS systems.  **July 1991 – Dec 2004** Solaglas Laminated Sittingbourne  Night Shift Foreman  Progressed from Machine operator through Charge hand to Night Shift Foreman.  From Cutting Glass, manually and CNC.  Manufacturing of the lamination process (safety, shop front, security and bullet resistant glass).  Stores and stock taking.  Preparation, loading and unloading of HGV vehicles.  Covered the Quality Control department for holiday and sickness.  Overhead crane 5-ton, Forklift and Electric pallet truck licenses.  In-house training: – Key to Quality, Customers First & Process Managers Training courses.  **September 89 – July 91** Solaglas Laminated Sittingbourne  Sales Administrator |
|  | Taking sales orders, assisting with bespoke glass requests & progressing future sales.  **November 88 – September 89** Kent Aerospace Castings Sittingbourne  Data Input Clerk.  Order entry & General Office duties.  **October 86 – October 88** Barclays Bank Plc Sittingbourne & Sheerness  Youth Training Scheme, general back office banking duties and telephone customer service. |
| Education | **1981 – 1986 St. John’s High School, Sittingbourne**   * C.S.E. English Language 3 * C.S.E. Mathematics 2 * C.S.E. Computer Studies 1 * C.S.E. Technical Drawing 2 * C.S.E. English Literature 3 * O Level Computer Studies C |

**Awards received**  A1 Introduction to Quality Assurance (IQA) – Pass August 1995

Process Managers’ Development Programme - Feb 2001 to Apr 2002

UKIT Training - European Computer Driving License - 2004

Microsoft Certified Systems Administrator (MCSA) & (MCP) – October 2004

Various in-house training on the Microsoft Office Suite.

**Interests** Swimmingand mountain biking. Eating out, going to the cinema & shows.

**Availability** Immediate.

**References C**an be provided upon request.

**Certificates** **C**an be provided upon request.