**Sarah Wojturska**

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**Sheffield, South Yorkshire**

**Personal Profile**

*I am a hard working reliable individual with an excellent timekeeping record and a strong will to succeed. I am looking to build on my prominent skills and further myself in the IT, Technical Support, Software Support, Service and Help Desk Sector.*

I am a hard working reliable individual with an excellent timekeeping record. A self-motivated enthusiastic and positive person who works well as an individual and also as a team player. I have a good record in IT, 1st and 2nd line, service / help desk, technical support, software support, broadband support. I possess excellent communication skills and the ability to adapt well to any given situation / circumstance and to listen to the individual. I have demonstrated my knowledge of IT and customer service in several areas of work and understand that making sure the customer is happy and the issues have been resolved in the first instance is imperative to ensuring that they will enjoy and use the service again. Therefore I feel it is essential to be polite and professional at all times, even in the most challenging of situations. This takes a confident, assured personality which I have proven I have. I also have a proven ability in dealing with high level complaints and escalations, I have achieved this through my warm, friendly, positive, outgoing and understanding nature which helps to put the customer at ease and have belief in the service I am providing.

I have particular talent for quick learning and am not afraid of a challenge. I work well under pressure. I thrive in any working environment whether it is working as part of a team or as an individual which shows I can adapt to any given situation. I am dedicated in my work and have a reliable, punctual and I have a responsible attitude.

**Education and Qualifications**

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| --- |
| 6 GCSEs at C and above, including Maths, English Literature, English Language, Business IT, Studies & Science |
| NVQ Level 2 in Telesales : NVQ Level 2 in Customer Service : NVQ Level 2 in Food Hygiene |
| Open University Course 2:2 – Introduction to Counselling / Currently Studying Web Design at Udemy |
| Cellar Management Training Completed |
| Management and Supervisor Skills |
| Manual Handling |

**Skills and Experience**

|  |  |  |  |
| --- | --- | --- | --- |
| Customer Service | Software Installs/De-installs | Troubleshooting | SC0M / SCCM |
| Exchange | Active Directory | Software Support | Citrix |
| Windows Support | Outlook | Social Media | Office 365 |
| Microsoft Office | Server Reboots | Administration | Problem solving |
| Password Resets | Mailbox Permissions | Mapping Printers and Drives | Recreating Profiles / REGEDIT |
| WIFI Issues | Broadband Faults | Mailbox Creations | Spam Emails |
| ITIl | CRM’S | Devise Management | Complaint Management |

**Hobbies:**

In my spare time I enjoy reading a wide range of books. I am interested in counselling and have enjoyed courses with the Open University to progress in my interest. I am a keen cook and enjoy trying new things. I also go to the gym and I am actively fit and healthy. In my spare time I enjoy travelling and I have visited countries throughout the world. I like to try and learn new things.

**Work History**

**NHS – NHS Mail Service Desk Technician**

**27TH August 2019 – 29th 0ctober 2019 – Fixed Term Contract**

* 1st Point of contact for all NHS Mail users
* Ensuring the email migration goes as smooth as possible
* Password Resets
* RDP / SCCM
* REGEDIT
* Training new starters and acting as a senior member of the team
* Creating distribution lists, shared mailboxes, calendars, delegations and access rights
* Creating new user accounts and marking leavers
* Active Directory
* Helping with the Service Desk Mailbox
* Delegating Tickets / ITIL
* Outlook desktop and OWA
* Setting up mobile devises
* Making reference guides and uploading them on SharePoint
* Checking mapping is correct for the migration
* Email signatures, auto reply’s, out of office and changing user details
* GP Update, recreating Outlook Profiles

**CC33 – Inbound Customer Service – Temporary Role**

**15th April 2019 – 02 July 2019**

* Taking inbound calls from Nabuh Energy customers in relation to their energy accounts
* Taking payments over the phone
* Adhering to GDPR compliance
* Monitoring my own stats and productivity
* Producing end of days
* Performing coss loss and coss gains
* Performing change of tenancy’s
* Amending account details
* Talking customers through how to use the Nabuh app and website
* Generating payment card ID numbers
* Sending out smart cards
* Booking customers in for Smart Meters to be installed
* Dealing with high level complaints

**IT Alliance Group – Junopr RMM Engineer – Temporary Contract  
23 Sept 2018 – 23 Dec 2018**

* Log tickets, taking ownership of tickets, updating tickets, answering and responding to end user requests, events and Incidents
* Health checks, patching, resolving issues on Servers, Active Directory, preform PW resets.
* Remotely logging onto servers and end users’ machines.
* Troubleshooting issues with: driver access, printer issues and mapping drives and printers.
* Office 365 issues.
* Created mailboxes, distribution lists, calendar access, mailbox permissions, Microsoft Hybrid / Exchange, recreating user profiles on a PC and in Microsoft exchange,
* Installation of Microsoft products and Adobe.
* I was responsible for adding space on the C:, V: or H: drives.
* I completed Server maintenance and rebooting servers.
* Monitoring of SC0M, re-imagining laptops, WIFI issues.

**Customer Focus – Software Support – Temporary Contract  
Feb 24th 2018 – May 24th 2018**

* Provide 1st/2nd line software support for the software packages we offered.
  + Data corruption, SSl errors, remotely logging onto servers and maintaining them, remotely logging onto to customers machines, re pointing domains, session killing, email SMPT set ups, installing new software, error messages, password resets, setting up new users and removing old ones, setting up new customers, bin drops.
* I provided support for the CRM / web portal systems we provided, helping navigating around the systems, dealing with websites, putting the outlay together including the customers logo, site content banners and social media links.
* Maintenance of GDPR policy and bin dropping all the relevant files

**Plusnet – Technical Support - Permanent Contract  
6th Feb 2017 – 25th October 2017**

* 1st line support for Plusnet customers’. I set up wired/wireless broadband connections with systems such as Windows or Mac, setting up Tech related products such as emails, computers and phones. My duties also include running line tests, remotely accessing computers, setting up Wi-Fi connections and diagnosing all aspects of Broadband faults.
* I have a clear communication over the phone; I am straight talking, and able to talk people patiently through processes in a clear jargon free-way. I am naturally inquisitive and look to understand the customer’s situation.

**Irwin Mitchell Solicitors- Contact Centre Advisor – Permanent Contract  
June 2015 – 3rd Feb 2017**

* First point of contact for members of the public seeking legal advice or representation for a large range of legal matters.
* Deal with a high volume of inbound calls of various complexities, I deal with new and existing client queries.
* Take ~200 calls a day and deal with emails or web enquires.
* To provide information and signposting to other departments or organizations where relevant.
* Capturing new client details accurately and inputting information regarding new legal claims onto the correct system.

**Below are Temporary and Contractual Positions:**

**Virgin Media Business – Client Liaison Advisor – Temporary Contract  
April 2015 – June 2015**

* Take inbound calls from business customers, issues ranged from new / outstanding complaints, billing query’s, taking payments from the account holders, upgrading customers’ accounts, general query’s, sending out statements via email direct to the customers and ceasing customers’ accounts
* I also leased directly with Account Managers as well as with other departments within the business.
* I had a target of 21 calls per day.
* Answering calls in a professional manner, listening and being polite at all times.

**Knowhow Contact Centre – Inbound Customer Service – Temporary Contract  
August 2014 - March 2015**

* Respond to customer’s complaints and query’s via email. Providing a resolution as quickly and effectively as possible
* I had a target of 6 emails per hour and I exceeded this greatly every day.
* I also worked on customer service floor taking inbound calls for Curry’s and PC World.
* Liaised with delivery team and taking customers enquiries in relation to deliveries
* Dealing with return and refund requests for online purchases.
* Provided high level customer service on all occasions by building report with the public and resolving all matters with an extremely professional attitude.

**Computacenter – Contract - Engineer Coordinator  
January 2013 – August 2014**

* Assigning engineers to complete IT repairs for High Street Banks across the UK.
* Co-ordinating and monitoring Hardware and Software Escalations generated from Lloyds Banking Group.
* Liaising with Procurement, Engineers and Team Leaders.
* Making sure targets and Service Level Agreement timescales are achieved by efficiently planning workload.
* Liaise directly with end users to arrange engineer attendance.
* The role also included deploying software to virtual machines.

**References-** Personal and professional references are available upon request.