**Clinton Ncube**

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**Personal Profile**

I am a very enthusiastic and self-motivated person. I am hardworking and I have an engaging personality,I can work well independently as well as working well in a team. A proactive and loyal individual who can demonstrate a logical approach to issues and deliver effective solutions within a pressurized environment. Able to communicate effectively to all areas of an organization from customer facing presentations to training delivery team. I consider myself to have a good eye for detail and always aim for perfection and great results in all that I do.

**Key Skills**

* Customer service skills
* Excellent IT skills
* Able to priorities my workload
* Able to work under pressure
* Excellent analytical skill
* Hardware Support
* Windows| Android| Mac
* Active Directory
* Tooling Implementation
* Microsoft Office
* Telephony

**Accomplishments**

* Enhanced my IT skills
* Got more customer service skills and communication
* Good time keeping
* More understanding in business in the NHS Expanded my vocabulary in the business sector and in everyday life.

**Employment History**

**User Service Desk Analyst**

Drive & Vehicle Standard Agency October 2017 till Present

I am currently working as IT User Service Desk Analyst at a government based sector, were I was providing IT service in a similar role to Capita. In my current job I achieved the Service Desk Analyst qualification, and I am currently doing a training course in ITIL. I also work in a ITIL environment, where we use a lot of ITILL base software’s and the Active Directory systems. So I am well experienced in the ITIL framework

**IT Service Desk Analyst**

Capita plc - Sheffield December 2016 to October 2017

I was working as a IT Service Desk Analyst providing support for a Managed Service Provider. Experienced in an ITIL corporate environment. My Position is to deal with incoming Support calls from clients from across the country and fix any issues they may encounter, providing a first time fix or escalation of the issue to a timely resolution. Systems supported are Citrix, Lotus notes, other systems.

Also printing related issues and any other problems they might. I would usually remote over to the client’s laptops/ desktops and applying the according fix for whatever issue they have. I also deal with emails that have been sent to our emails system and process them.

I also make outbound calls to chase up any ongoing/ existing issues that our clients might have or what my manager might assign me to. I have picked up a lot of telephone communication skills since working here. I have gained a lot of experience in dealing with computer/ IT related issues

**Apprentice Business Administrator**

Sloan Medical Centre – Sheffield July 2015 to October 2016

File patient notes Book appointments Fax Confidential referrals/Letters Put registrations packs together/ Process new registrations Photocopying Open confidential mail from hospitals/ royal mail/ sending out letters to patients using the computers to input data Welcome patients at receptions. Trained and experienced with System1 NHS Ticket system

**Customer service Representative**

Premier Inn August 2014 - October 2014

Trained in many job roles such as Receptionist, Housekeeping, Housekeeping in public areas and Food and Beverage. I was also awarded a qualification in Level 2 Food and Beverage whilst I was training at the Premier Inn. I improved my customer service skills and gained a lot of confidence dealing with clients and customers.

**Parcel Sorter**

*Gap Personal* January 2014 – May 2014

I was working as a parcel sorter in a warehouse in Tinsley. My job role in the warehouse was to put all the right parcels into the correct bay and make sure the parcels got put into the right pallet. I also had to lift heavy parcels and put them into the sending out trucks.

**Parcel Sorter**

*Yodel*September 2013 - March 2014

I have also got warehouse experience, which I got from working at Yodel warehouse. My role in this industry was to make sure all the parcels were scanned and sent off to the right delivery trucks. My other role in this job was to fill up a pallet with parcels and then wrap them up in wrapping foil and use a forklift truck to get them on the trucks.

**Global Security Steward**

*G4S Security* April 2013-August 2013

Global security steward was a security service whereby you worked on a football grounds. My role in this job was as a steward so it was my duty to make sure the fans were placed in the right seats and how to behave in the facilities within the ground. I gained a lot of confidence working in this industry by talking to the fans.

**Education**

Service Desk Institute -2018

Service Desk Analyst- APMG International

*Hillsborough College 2014*

Math’s Functional Skills Level2

GCSE English D

*Envisage Training*  2014

Central YMCA Qualifications Level 2 Certificate in Fitness Instructing – Gym based exercise

*Lifetime Fitness Academy* 2011 – 2012

NVQ Level 2 in instructing Exercise and Fitness - City and Guilds

Certificate in Fitness Instructing (Lifetime Awarding)

Certificate in Understanding the Fitness, Leisure and Recreation Industry (LAO)

*Dearne Valley College*

HABC level 2 Award in Food & Safety in Catering (QCF)

*Sheffield Hillsborough College* 2009 - 2011

Foundation Enterprise and Business

Level 2 OCR National Certificate Business & I.C.T

*King Edward Vii School* 2004 - 2009

GCSE Results: Maths D, English D, Science E, History C

References

Available on request