# Curriculum Vitae Luke Morgan

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| Contact Details | | |
| Address: | 27 Gilmour Avenue, Sheffield, S2 2DE | |
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| Profile | | |
| A professional, motivated and well-presented IT Service Desk member of staff. I thrive in a customer focused environment. With experience of working in extremely busy public sectors such as the NHS and Universities I have developed skills to quickly and efficiently deal with all types of issues along with training and mentoring of new staff. | | |
| Education | | |
| Norton College, Sheffield | | |
| 2009 - 2011 | | Undertaking vocational training to develop entry level skills for working life.  BTEC Level 3 National Certificate for IT Practitioners (IT and Business)   * Pass Grade (Y1) * Pass Grade (Y2)     (Two Qualifications) |
| Newfield Secondary School, Sheffield | | |
| 2004 - 2009 | | Secondary education providing learning and development of self awareness and understanding of future resources.   * GCSE ICT Grade B * GCSE Science Grade CCC * GCSE English Grade CC * GCSE Maths Grade C * GCSE Electronics Grade D * NVQ Level 2 Engineering |

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| **Work Experience**  IT Service Desk Analyst - Sheffield Hallam University | |
| December 2016 to Present | Working for one of Sheffield's Universities at one of their City Campus bases in the centre of Sheffield as a Service Desk Analyst for students and staff.  My roles included;   * Provide first line support services for the university's portfolio of IT applications and services, prioritising incidents and service requests for support to agreed targets and SLA's. Including support to students with submission and software and hardware issues * Provide detailed 1st and 2nd line support to all users of the university. * Perform all tasks in accordance with the ITIL service Management framework and the departmental service code of practice. * Update and maintain knowledge base articles. * Offer face to face support for staff and students on personal and SHU owned devices. * Create and maintain Service Desk rota. * Represent SHU at internal and external meetings. * Meet with externals for licensing software. * Train and support new staff - Including monitoring work to provide feedback and advice. * Classroom support checks for start of new academic year. * Reimage devices with Uni image. * Make content changes to student website on HTML. |

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| IT Service Desk Analyst - Sheffield Teaching Hospitals | |
| August 2015 to December 2016 | Working for the Sheffield Teaching Hospitals as part of their busy IT Service Desk department based at the Northern General Hospital.  My roles included;   * Using the service management toolset (Cherwell) to record all incidents and service requests accurately and effectively. This included recording incidents reported by phone, email and voicemail. * To pro-actively monitor the progress of incidents and service requests to ensure that revolver groups are responding within the assigned SLA. * To ensure the effective resolution of incidents by collecting precise and accurate information at all times. * Provide first line investigation and diagnosis of incidents by collecting precise and accurate information at all times. Resolve incidents and service requests at first line when possible or appropriate to do so. * To operate the departmental service request process when dealing with customer service requests. * To ensure that any incident that cannot be resolved at first line is passed to the most appropriate team. * To be aware of planned changes and outages which affect the live service in order to provide updates to customers. * Trained all new members of staff as well as the student staff we employed. * Perform all tasks in accordance with the ITIL service Management framework and the departmental service code of practice. * Also providing face to face support to staff with company laptops and mobile phones, getting onto our systems and resolving bit locker encryption issues. |
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IT Service Desk Analyst - Yorkshire Ambulance Service

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| January 2015 to  August 2015 | Working for the Yorkshire Ambulance Service as part of their busy IT department at their main headquarters in Wakefield.  My roles included;   * Performing administrative tasks such as knowledgebase maintenance, asset management, security access, data management and filing. Worked closely with the other IM&T staff across the Yorkshire region and their teams to ensure the delivery of day to day IT services and the implementation of the trusts IM&T strategy. * Ensure all incidents reported to the service desk are recorded and managed in a timely and efficient manner. * Providing 1st line telephone, email, fax and face to face support to the YAS user base and basic 2nd line support. * Ensure close liaison with other IM&T Service Desk support staff across YAS. Liaise with the client base and third party suppliers when necessary keeping the Service Desk informed at each stage. * Essential configuration and troubleshooting of software applications. Ensure allocated faults are updated in accordance with the Service Desk polices. * Produce and maintain accurate and up to date documentation for hardware/software and input into the knowledge base of the Service Desk software. * Administer user access to resources and add and modify user accounts for the file/print and dial in services. * Also performing set up duties of setting up new PCs, monitors, keyboard and mice to staff areas and offering a face to face support for staff on laptops and company Blackberry's to their own personal devices with connecting to our systems. |

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| 111 Call Handler - Yorkshire Ambulance Service | | |
| January 2013 to January 2015 | Working for the Yorkshire ambulance service at one of their call centre bases in Rotherham.  Part of the NHS 111 team. As a call handler I am the first point of contact for patients, their relatives, healthcare professionals and other callers. Using NHS pathways assessment software I assess the patients condition, provide basic advice and health information ensuring they are directed to the most appropriate healthcare professional or service  Also undertaken team leader roles such as general admin, chasing call backs from patients to the relevant service, managing the email account, dealing with complaints and helping staff with queries and also giving them required feedback about their calls.  Other duties include helping new staff settle in and help them as they prepare to ‘go live’. This includes listening in to their calls while they’re online, answering questions they have, giving advice while helping them through their calls, and having them listen in on my calls so they can see and listen to how I answer them. | |
| Administrator/Clerk - Yorkshire Ambulance Service | | |
| November 2012 to December 2012 | | Working for the Yorkshire Ambulance Service at their HQ in Wakefield.  Part of the 111 recruitment team involved in contacting people for the new 111 contact centre role. Duties included calling candidates in for assessments and interviews. Sending out confirmation letters and sorting files and folders of the candidates. |
| |  |  | | --- | --- | | Bar Staff - Reflex Night Bar | | | September 2012 to November 2012 | Working for one of Sheffield late night bars which offers a party mix of all the classics from the 80s through to current chart.  Part of the bar staff which included serving customers, taking payments, collecting empty bottles and general clean up at the end of the night. | | Bar / waiting staff - Premiere People | | | July 2012 to September 2012 | Working for one of the country's leading suppliers of high quality temporary and permanent staff to both the private and public sectors.  Working numerous events including the York races where I worked as part of the bar staff and set up and clean down. Also worked in many private and corporate functions as bar and waiting on staff. | | |  |  | | --- | --- | | Event Host - Michael Wisher & Associates | | | November 2011 to December 2011 | Working for one of the country's leading event organisers during the busy Christmas period.  Required to perform a variety of tasks including bar operative, table waiting, setup/clean down and corporate event hospitality.  Demonstrated a flexible approach to meet the needs of the client; undertaking long shifts at short notice; able to seamlessly transfer skills into a number of roles; leading a small team of colleagues to ensure outstanding customer satisfaction in a high pressure environment; outgoing and self-motivated personality to suit the prestigious nature of the events. | | Apprentice Engineer - Anderson Precision Engineering | | | May 2009 | Gaining practical work experience in a busy environment; undertaking skilled engineering tasks under the supervision of senior members of staff and general labour to assist in the smooth running of the operation. | |  | | | | | | |
| Skills Based on work experience and educational environment able to demonstrate ability to be:   * An excellent communicator * Organised * Punctual * Well mannered * A team player * An effective leader * Reliable * Honest * Hardworking   Always up for a challenge | | |
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| **References** | | |
| References and letters of recommendation are available on request. | | |