Ethan Roberts

**Address:** 7 Harold Street, Leeds, LS6 1PL

**Phone:** 07399618706

**Email:** [Ethanroberts2194@gmail.com](mailto:Ethanroberts2194@gmail.com)

# Professional Summary

Thank you for the opportunity to apply for your company. After reviewing your job description, it’s clear that you’re looking for a candidate that is extremely familiar with the responsibilities associated with the role, and can perform them confidently. Given these requirements, I am certain that I have the necessary skills to successfully do the job adeptly and perform above expectations.

I am an adaptable professional (IT and Computing) who has been consistently praised as hard-working by my peers. Over the course of my career, I have developed proven critical thinking, technical, and communication skills, which I hope to leverage into the role at your company.

After reviewing my resume, I hope you will agree that I am the type of competent and competitive candidate you are looking for. I look forward to elaborating on how my specific skills and abilities will benefit your organization. Please contact me at 07399618706 or via email at [Ethanroberts2194@gmail.com](mailto:ethan.roberts@burberry.com) to arrange for a convenient meeting time.

Thank you for your consideration, and I look forward to hearing from you soon.

## Burberry, Leeds

IT Service Desk Analyst

# Work Experience

January 2018

* Extremely strong communication skills, in my current job role I am communicating all day with customers around the world who are speaking a variety of different languages making sure that they are receiving help and feel comfortable contact the team with their issues.
* In depth knowledge of a range of systems that I have used daily for the job role that I am currently in such as Active Directory for checking user profiles and keeping the users accounts operational, SAP systems which are used to make sure that the users account as active so they can work.
* Higher level of organizational skills as I have been managing a busy ticket queue where the team I am a part of are constantly receiving large amounts of work that we have to keep on top of to meet our service level agreement makings sure that our customers are getting the best service possible.
* I was also picked to represent the Ask IT Service Desk at the head office of Burberry in Paris to help and run the Burberry Showroom, i have also provided hands on technical support for multiple sample sale events.
* Major incident management duty which involves managing major incidents that occur throughout the company helping to resolve and document.
* Project Management training courses to further knowledge in corporate working.

March 2017 - January 2018

## Engie, Newcastle

IT Service Desk Engineer

* High-level technical knowledge of a range of computing systems e.g. Microsoft Word, Outlook, excel, PowerPoint, internet browsing software.
* Experience of Desktop operating systems, full knowledge of how to use a variety of Operating systems such as Windows, Linux and Mac OS.
* Excellent oral and written communication which is used every day to make sure that the users that are calling are fully aware of the procedures that we carry out. Communication ability is also used to make sure that my teams are kept up to date with any work that is being carried out.
* Analytical thinking used every day to help me make split second decision in the high-pressure environment that I work so I can make sure that what I am doing is correct and to the highest standard possible.
* In-depth knowledge of basic computer hardware that is used in any office such as laptops, desktop machines and printers etc.
* Analytical thinking used every day to help me make split second decision in the high-pressure environment that I work so I can make sure that what I am doing is correct and to the highest standard possible.

## The Twisted Lip, Middlesbrough

Bar Manager

* Bar Supervisor
* Oversees all work by staff
* Event organization
* Money handling
* Customer Service
* Complaints handling
* Running of social media account
* Leadership experience in a highly stressful environment.

## Camp America

April 2014 - March 2017

Summers of 2014 and 2015

* Organized and ran various events with the summer camp making sure that the campers had the best experience possible
* Taking care of campers and making sure that they were safe while enjoying their summer
* During the summer my great team working ability was an essential key to my success. Achievements
* Developed good team work ethic and the ability to communicate
* Received excellent feedback for end of summer report

## Teesside University, Middlesbrough

BSc (Hons) Computer and Digital forensics

# Education

September 2013 - June 2016

Active Directory Computer hardware Customer Service Windows and Linux

Excellent communication skills Detail-orientated

Mobile data devices installation Internet setup and repair System upgrades

Excellent problem-solving abilities Refined system debugging skills Data backup and retrieval

Project Management Foundation

Programs/Systems:

Office Suite, Remedy Force, SAP, Adobe suite, Chrome, VMware, Webex, SCCM, Cisco Any connect, Firefox, Safari, Exchange on-site, Exchange 365.

# Additional Skills