**Fernando Neto**

90 Duncan Street, Brinsworth, Rotherham, S60 5DE

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I am a self-motivated, versatile, and dedicated team player driven to succeed. I have a strong belief and passion to provide a superior service unique to each customer. I have developed a mature and responsible approach to any task that I undertake, working efficiently to identify and successfully resolve issues promptly. I am ambitious and have am keen to learn and improve my knowledge and skills.

During my time working in the automotive industry I have always had the ambition to work within the IT sector having setup my own network at home with a home server and numerous small network setup for friends and family member’s business's. This has included sourcing, configuring and installing hardware from desktop PC's and laptops.

I have always had a massive interest in technology and what it can provide to individuals and businesses and this is one of the main driving forces in my decision to target a career change. My decision is one that I have always had at the back of my mind and I do feel that my experience in the real world dealing with many different kinds of customer will only benefit me in future roles.

I have been constantly complimented about my ability to deal with problems and requests under pressure and in a calm and professional manner. This I have always done to the best of my ability. Having worked in an environment that is focused on problem solving and customer satisfaction I believe that these skills can be implemented into the IT industry.

My references are available on request.

**Qualifications**

06/04/2016 Doncaster GTA

**IMI Level 3 Diploma in Light Vehicle Maintenance and Repair Principals (VRQ)**

**IMI Level 3 Diploma in Light Vehicle Maintenance and Repair Competence**

14/03/2016 Doncaster GTA

Skillsfirst Awards

**Functional Skills Qualification in Mathematics Level 2 - Pass**

**Functional Skills Qualification in Information and Communication Technology (ICT) Level 2 – Pass**

06/09/2013 Doncaster GTA

**IMIAL Level 2 Diploma in Light Vehicle Maintenance and Repair Principles**

**IMIAL Level 2 Diploma in Light Vehicle Maintenance and Repair Competence**

29/04/2013 Doncaster GTA

**IMIAL Level 2 Award in Knowledge of Employee Rights and Responsibilities for the Automotive Sector (QCF)**

**IMIAL Level 1 Key Skills in Communication**

**IMIAL Level 1 Key Skills in Application of Number**

**IMIAL Level 1 Key Skills in Information Technology**

2006 - 2011 Brinsworth Comprehensive School

**8 GCSE’s Grades B-E**, including English, Maths & I.C.T.

**Work Experience**

Apprentice Level 2 Motor Mechanic - August 2011 to July 2013

Tyre & Motor Accessories Ltd.

255 Doncaster Rd, Rotherham, S65 2UD

##### Responsibilities:

* Assisting colleagues in the general maintenance of all vehicles by identifying areas for repair.
* Light tasks including fitting tyres and simple vehicle maintenance.
* General housekeeping duties associated with the vehicle workshop.

**Apprentice Level 3 Motor Mechanic - August 2013 to June 2014**

Smith’s Autos Ltd

Thomas Street, Kilnhurst, S64 5TF

##### Responsibilities:

##### Diagnosing vehicle defects and identifying areas that need service/repair.

* Carrying out standard servicing and checks including brakes, suspension, steering etc. and replacing damaged parts.
* Road testing vehicles to check the repair work.
* Advising customers if/when repairs are needed and how important they are.

**Tyre & Motor Accessories Ltd. - June 2014 to April 2017**

255 Doncaster Rd, Rotherham, S65 2UD

Responsibilities:

* Diagnosing and rectifying light vehicle engine faults, transmissions and driveline faults, vehicle auxiliary electrical faults and chassis system faults.
* Carrying out standard servicing and checks including brakes, suspension, steering etc. and replacing damaged parts.
* Assisting in the general maintenance of all vehicles, including performing new tyre fittings, and advising customers if/when repairs are needed and how important they are.
* General housekeeping duties associated with the vehicle workshop.
* Working on the store front dealing with customers on a daily basis using communication skills to help the customer find the perfect product and also diagnosing faults with customer vehicles.

**Halfords Autocentre – August 2017 – July 2018**

Trade World, Rotherham Road, Rotherham S62 6FP

**FPS Distribution Sheffield telesales parts advisor – 1st August 2018 – April 2019**

5 Parkway rise, Sheffield, S9 4WQ

**Stoneacre, Honda Chesterfield technician - April 2019 – Present**

Lockoford lane, Tapton lock, Chesterfield S41 7JB

**Achievements**

**Working Safely - November 2011**

Approved and validated by the Institution of Occupational Safety and Health in association with Doncaster GTA.