**CHRISTOPHER JOHN O’LEARY BSc**

18 Cobden Road (Upper Flat)

Chesterfield

Derbyshire

S40 4TD

07403867934

[chrisoleary@hotmail.co.uk](mailto:chrisoleary@hotmail.co.uk)

**Profile**

I am an enthusiastic and dedicated individual who works quickly and efficiently. I am confident in IT packages including Microsoft Office and Excel, and hard-coding languages – HTML, Python and SQL. I currently work technical support for the DWP client, which includes extensive support across hardware, software, network and telephony systems. If I notice processes that can improve or scripts that need creating I report them to the people in those areas, or if we are in danger of an SLA failing like a massive queue building I make sure to clear as much of it as possible. I enjoy learning new skills, and I can work under pressure and in a safe and responsible manner.

Due to redundancy, I am looking for an opportunity where I can continue and expand on delivering excellent customer service in whatever capacity that may be. Any opportunities to speak with clients would be welcome as well as experience doing that could greatly improve my career path.

I am keen to progress my career and feel that this role will enable me to develop both personally and professionally. I will be able to start as soon as I am needed.

**Skills, Abilities and Achievements**

* Exceeds call quality targets
* Able to communicate in difficult situations, like through language barriers
* Excellent general communication skills, both written and verbal
* Able to build trust and rapport quickly with colleagues and customers
* Able to work as both part of a team and as an individual
* Full knowledge of Microsoft Office software packages such as word, excel, powerpoint and access
* Share knowledge and develop others through sharing best practice
* Capable of empathising with customers, performing active listening to get as much information from the customer as possible
* Able to multitask, logging information as it is gathered to a high level of accuracy
* Able to use internal systems in relation to the role, such as Active Directory and Remedy
* Capable of quickly developing an understanding of the systems used by the business

**Work Experience**

**Essential Recruitment – Chesterfield**

*Temp Worker – Varying* September 2019 to Present

I have been sent to varying warehouses for work unloading or repackaging goods for processing. Due to shifts at the local recycling centre I also have experience helping customers directly.

**DXC Technology – Chesterfield**

*Service Desk Analyst -* June 2013 to August 2019

I initially was responsible for taking incoming calls from the Aon Corporation, and helping clients with everything from hardware faults to Microsoft Office advice and password resets, and since then had worked multiple other accounts including my current one, DWP.

I had also let my manager know when I have noticed issues with processes or communication within the client company.

*Achievements:* In the most recent weeks, queues had been getting unusually busy so I had been taking 60% of the total calls in a rapid yet accurate manner, taking the queues down to manageable levels.

**Prospect Marketing Enterprises – Sheffield**

*Trainee Surveyor –* September 2012 to November 2012

I was responsible for going into the field and making appointments for the full surveyors to investigate whether the customers had adequate loft insulation.

*Achievements:* Spoke to a customer who had a poor grasp of English and used non-verbal communication skills to secure the appointment.

**BVocal Call Centre – Chesterfield**

*Work Experience Running Lead Generation –* April 2012 to May 2012

I was responsible for generating leads on the phones most of the time, with the occasional data entry roles.

I also helped them perform data management.

**Knowhow Contact Centre – Sheffield**

*Technical Support Colleague –* July 2011 to October 2011

I was responsible for helping people diagnose computer and TV problems, fixing software over the phone and booking hardware for repair at either Newark or Mercom repair centres.

**Education**

*Chesterfield College* - September 2015 to June 2016

**GCSE English** *B*

*Chesterfield College –* September 2013 to June 2014

**GCSE Maths** *A*

**GCSE Science** *A*

*Sheffield Hallam University -* September 2006 to June 2010

**Business Information Technology - Bachelor of Science with Honours**

*Third*

*Abbeydale Grange Secondary School -* September 1998 to June 2003

**GCSE Maths** *C*

**GCSE English** *C*

**GCSE Science** *C*