AREAS OF EXPERTISE

*Customer satisfaction*

*Interpret customer feedback*

*Ticket Handling*

*Managing Customer Data*

*Customer service*

*Listening to customers*

*Managing expectations*

*Telephone Etiquette*

*Email handling*

*Resolving problems*

PERSONAL SKILLS

*Excellent communicator*

*Good problem solver*

*Attention to detail*

*Team player*

PERSONAL DETAILS

*Patrick Cresswell*

*5 Mostyn Mount*

*Halifax*

HX3 5RJ

***Telephone:***

*07526277325*

***Email:*** *patrick.cresswell@outlook.com*

*Driving license: Yes*

# Patrick Cresswell

PERSONAL SUMMARY

I am a motivated, resilient and good communicating individual who loves nothing more than solving problems to enable customers to keep working efficiently. Having a professional appearance and a respectful, business-like manner, I am a service orientated professional who is very confident when handling enquiries, complaints, and communications. I am a team player who is able to work to timely demands and effectively manage multiple workloads. I am currently looking for a suitable position with a company that has a unique spirit and which not only believes in giving people the freedom to do a great job, but will also support them in achieving their future ambitions.

## CAREER HISTORY

### Decrobond – Normanton

Project Estimator/IT Liaison March 2019 – November 2019

Responsible for creating quotes based on supplied customer information and converting these ultimately into sales along with ensuring the infrastructure runs smoothly by assisting external IT support with fault diagnosis and solution.

***Duties****:*

* Responding promptly to customer enquiries via telephone and email – always in a professional & efficient manner.
* Using NBS specifications and blueprints to create quotations.
* Processing orders, technical information and requests for information.
* Training of internal staff with new IT solutions and products.
* Keeping up to date with all the company's products, services and procedures.
* Liaising with External support companies to solve internal issues.
* Maintaining up to date paper and computer based files and administrative systems.
* Promoting the company’s products and services to customers.

***Hanson & Beards Ltd - Halifax***

Project Estimator/IT Liaison February 2017 – March 2019

Responsible for creating quotes based on supplied customer information and converting these ultimately into sales along with ensuring the infrastructure runs smoothly by assisting external IT support with fault diagnosis and solution.

***Duties****:*

* Reading floor and building layout plans
* Creating quotations based on internal door schedules using Excel
* Liaising with clients to discuss supplied information
* Co-ordinating quotations into full orders
* Organising technical drawing to be created with the help of CAD technicians
* Processing technical data into manufacturing format

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ACADEMIC

**1989-1991**

City&Guilds

Light Vehicle Mechanics

Level 1, 2 & 3

**2000-2002**

Java Programming

Diploma

**2014-2014**

MS70-410

Installing Windows Server 2012

MS70-411

Configuring Windows Server 2012

MS70-412

Advanced Windows Server 2012

ITIL Foundation

***Lowell Financial Ltd***

2nd Line Support Technician December 2015 – January 2017

Responsible for supporting 1st line team and providing a bridge to the 3rd line team. I was responsible for creating this team and also maintaining systems such as SharePoint, Lync, MS Exchange, Active Directory and Avaya phone system.

***Duties:***

* Maintaining all critical phone and data operations
* Distribution of new Computer Equipment
* Responsible for data backups being sent to offsite secure storage
* Installation of MS Windows OS via remote procedure (SCCM)
* Installation of business solutions via remote procedure (SCCM)
* Automation using PowerShell
* Administration and content creation SharePoint 2013
* Patching of new and existing workstations where necessary
* Add and Removal of users within Active Directory Environment
* Upkeep of email system using MS Exchange 2010
* Ordering of new equipment via software/hardware vendors
* Maintaining all IT related requests using Service Desk
* DNS, DHCP, WINS
* Building Windows based server systems
* Creating raid arrays
* Deployment of Servers (Hardware and OS)
* Monitoring systems using Linux based Nagios System
* Support for 1st line technician

Deployment of Lync system for video conferencing

***Lowell Financial Ltd***

1st Line Support Technician September 2009 – December 2015

Responsible for maintaining service desk tickets raised by customers whilst maintaining a professional attitude towards fast problem solving and ‘permanent’ fix solutions.

***Lowell Financial Ltd***

Collections Advisor August 2006 – September 2009

Responsible for setting up and maintaining payment plans for customers whilst observing company policies and data protection legislations.