

JIMMY TUCK

8 Temple View Row, Clarehall, Dublin 13

Mobile: 0879669738

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Skills and Qualities

- Quick learner
- Highly motivated
- Excellent oral and written communication skills.
- Proficient with MS Office and various other forms of technology
- Excellent problem-solving skills
- Multi-tasking

Work Experience

Sky Ireland

Duties

Delivering excellent customer service to Sky customers through telephone and email interaction.
Providing technical support to customers for our Broadband, Talk & TV as well as handling billing queries.
Hitting customer satisfaction, sales and productivity targets that are set out on a monthly basis.

Accomplishments

- Role Model for new hirer intakes into service.
- Coaching for the full-time line of Academy.
- Wrote technical easy-to-follow steps for the internal knowledge base after the service department was upskilled in using a new troubleshooting tool.
- Achieved all targeted KPI's end of sky's financial year resulting in my PDP being a 3.

Mercury Engineering:

I worked as a plumber with Mercury Engineering from February 2013 until April 2016. My skills and duties include; installing high purity stainless steel pipe, GB pipe, and PVC pipe, copper pipe, reading isometric drawings and also performing general plumbing tasks.

TC Plumbing & Heating:

While on lay-off from Mercury I worked here for a couple of months. My duties were 1st fixing in new build houses which included fully installing heating systems, piping cold water storage tanks, showers and hot and cold water systems. I also did 2nd fixing which comprised of fitting radiators, kitchen sinks, toilets and wash hand basins.

Dunne's Stores:

I worked in Dunne's Stores as a General Operative on night shift. I started in November 2012 and finished up in February 2013. My duties included packing shelves, facing off stock and other general duties.

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Education

IT Blanchardstown (2009 – 2012)

I finished my degree in May 2012 and graduated with Pass with Merit – Grade 1 with a GPA of 3.00 studying Sports Management and Coaching. It's 50% sports and 50% business so it was a tough course balancing the work between the two. I studied many different subjects within my course, including, Business Management, Information Management, marketing which consists of such things as Human Resource Management, Law and Business Communications.

Pobalscoil Neasáin (2003 – 2009)

Leaving Cert (2009)

<u>Subject</u>	<u>Level</u>	<u>Grade</u>
English	H	C3
Irish	H	D2
Maths	O	C2
French	H	D1
Geography	H	C3
Art	H	D3
Biology	H	C1

Interests:

- Working out and playing football
- Learning several styles of web development and design e.g. JavaScript, HTML and CSS

Achievements:

- I was in charge of implementing sales techniques to the new Sky Academy which led to them achieving the highest ever sales recorded over 4 weeks for a new hire group.
- I have achieved many medals and trophies playing football. My most memorable trophy I have won was when I captained the NDSL Dublin squad to victory in the Top Oss cup in Holland.

References:

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