

## **Luke Howsam**

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Dear recruitment team,

I am an experienced IT professional with a demonstrated history of working in the information technology and services industry. I have dealt with problems in a pressurized environment and have good attention to detail. I enjoy solving technical problems and coming up with creative solutions

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### Technical skills:

- Vanilla javascript
- Basic React
- CSS / SASS
- Git / version control (github, git)
- Automation (Ansible, Bash scripting)
- Linux server administration + management
- ticketing systems (Jira, Zendesk, confluence etc.)
- Incident management & escalation
- Client relations

### Certifications / Education:

- Pearson LPI linux essentials certification
- Information & creative tech level 1 Pass
- BTEC level 2 pass information & creative tech
- GCSE information & creative technology B

### Junior service desk analyst- The Floow (July 2019 - June 2020):

- As part of this role I worked at a growing telematics service provider who develop web & smartphone applications for insurers across EMEA & the US markets. I worked in an agile/scrum environment alongside the technical customer service & projects team to deliver the following key responsibilities.
- First line technical support within a 24 hour SLA
- Incident management & resolution within agreed SLAs
- Proactively improve technical knowledge to reduce time spent discussing issues with technical teams.
- Manage a large amount of client support requests (average of 300 tickets per month) to provide timely resolutions to issues raised.

- Liase with client to provide updates to unresolved issues
- Analyse ongoing tickets to pickup trends to improve the level of service for clients

Thanks for looking through my CV & considering me for this role. I look forward to hearing from you.

Best Regards,  
Luke