

Samuel Church

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Location – Kent

PERSONAL PROFILE

I am studying for a BSC in Computer Science and Artificial Intelligence (with the Open University) in an effort to change from customer service / administration roles into IT and software development. I have separately taught myself web and software development and therefore have learning experience in HTML, CSS, JavaScript, Python and SQL. As part of my learning journey I have built two front-end projects, including a personal portfolio website and a hotel website, which I continue to expand while planning additional web and software projects.

PORTFOLIO: <https://nthbit.github.io/nthBit/>

I am highly motivated to make a career change and grow in a practical, hands-on environment, either in an IT helpdesk position or a junior developer role, where I would hope to contribute immediately, learn quickly and progress.

RECENT CAREER HISTORY

Administration & Systems Support, Avis Hotel: January 2022 - Present

Remote administrative role supporting Avis Hotel and Glendevon House Hotel operations.

- Process invoices for local councils, businesses and private guests accurately.
- Manage hotel purchases and record relevant data using Excel and Google Sheets.
- Enter and maintain customer details in Caterbook ensuring precise details.
- Assisted staff when they needed help navigating or using our internal systems.
- Respond promptly to emails regarding bookings, refunds and general enquiries.

User Support Advisor, Serco (Temporary Role): March 2021 - May 2021

Remote user support advisor for the UK 2021 Census.

- Delivered high volume remote support via phone and webchat for the national Census.
- Guided users through digital and paper submissions with clear, accurate instructions.

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- Reassured callers about data security and handled concerns with calm confidence.
- Served as a reliable first-line helpdesk, resolving access issues and customer queries.

Senior User Support Agent, Webhelp: January 2019 - February 2021

Worked in Lisbon, Portugal on the Hotel Tonight app, providing helpdesk support.

- Supported users navigating our app, providing guidance when issues arose.
- Assisted hotel partners, handling booking related queries with accuracy.
- Resolved booking, account and payment issues with accuracy and care.
- Coached junior team members on company systems and workflows.
- Communicated clearly and precisely across phone, emails and webchats.

References and earlier work experience details are available on request.