**Samantha Michelle Kenyon**

**163 Stamford Rd Mobile:** 07545860524

**Lees, Oldham**

**OL4 3NB E-mail:** wings072012@yahoo.com **Date of Birth: 09/06/1988**

**Latest Open Source Projects: Weather App:** [**https://festive-hermann-3aa479.netlify.app/**](https://festive-hermann-3aa479.netlify.app/)

**Profile**

* Technical customer Service experience.
* Salesforce, Jira, Confluence, JavaScript, Html, CSS, git, bootstrap.
* SQL and Project Management Experience.
* Full clean Driving license held for over 5 years.
* Engineering based degree accredited by ImechE (2:1)

**Education and Qualifications**

**2021 SheCodes Graduate**

SheCodes Basics, SheCodes Pro,

Modules include; HTML, CSS, JavaScript, Bootstrap

2013 to 2014 **Manchester Metropolitan University PGCE with Physics and Maths**

PGCE Passed with Merit.

*2009-2012*  **University of Salford, BSc (Hons) Aviation Technology with Pilot Studies (2:1)**

Modules include: Aerodynamics, Aviation Business Enterprise, Engineering Methodology, Engineering Finance, Power and Energy, Flight Dynamics and Control, Avionics, Flight Mechanics, Engineering Drawing, Industrial Management, Aircraft Systems, etc.

*2004-2007* **Oldham Sixth Form College**

AVCE Science including Physics, Chemistry and Biology (B.B), A2 History (E)

*1999-2004* **Counthill Comprehensive School**

13 GCSE’s all Grade C, including English, Maths and Science.

**Work Experience**

*July 2019 to Present* **SS&C Advent, (Teleperformance)** **Technical Support Specialist**

* Supporting technical financial software and responding to client issues, requests or managing client projects to completion.
* SQL and SQL server knowledge using windows SSM including Querying, running scrips and maintenance jobs.
* Technical writing experience by producing product manuals and customer guides using confluence and Salesforce.
* VMWare, Cloud VM and Open Nebula
* Close working relationship with various departments in the Dev Ops cycle including Custom Engineering, Product Development, Testing
* Customer management experience including managing projects and requests on JIRA.
* Great problem solving and trouble shooting skills.
* Volunteer as an in-house Mental Health first aider and a social committee event organiser.
* Ability to build and maintain relationships with clients and colleagues.
* Heavily involved in the company wide SoftSkills training and mentorships.

*September 2017 to July 2019* **Innovative Technology,****Technical Support Advisor**

* Experience using CRM, JIRA, Team Centre, Confluence.
* Close working relationship with various departments’ including Sales, QA, Design and Engineering teams.
* Technical liaison for trade show set up and support.
* 1st and 2nd line customer support.
* Great problem solving and trouble shooting skills.
* Microsoft office competence.
* Excellent organisational skills.
* Excellent customer service and support skills.
* Technical writing experience by producing product manuals and customer guides.
* Product mechanical knowledge developed to help support and advise customers of the setup and spare parts.

*September 2015 to* July 2017 **The Radclyffe School,****Science Teacher currently with KS3 Responsibility**

* Excellent communication skills developed. I have a great deal of experience communicating to students and adults from a variety of backgrounds.
* Teaching and learning skills perfected with an ability to build long lasting relationships with students.

*April 2013 to September2015* **Aerotech UK Ltd (EuroAvionics GmbH), Software Production Engineer**

* Experience working within an engineering environment following strict working procedures and regulations.
* Developed problem solving skills by dealing with technical challenges in a professional working environment.
* Further developed communication skills through participating in meetings and leasing with customers.
* Further developed IT skills using various software programs and SQL.
* Experience working in a production and testing team developing my understanding of the manufacturing process.

*Jun 2012 to April 2013* **BSS, Action Fraud Advisor**

* Provide Advice and support to victims of fraud on the front line of service.
* Produce crime reports; collate evidence and information to pass onto the National Fraud Intelligence Bureau.

*Oct 2007 to June 2012* **Direct Line, Sales and Customer Services Representative**

* Provide excellent customer service to customers using good communication skills on a one-to-one basis.
* Ability to work as a team by helping to conduct team meetings and working together to obtain targets and training other Staff members through coaching.
* Organise customer records and use initiative to solve any customer queries upon first instance.
* Deal with customer complaints in a professional manner, empathising with the customers concerns.

**Interests**

**Sport:** I thoroughly believe a healthy body leads to a healthy focused mind, especially in today’s hectic lifestyle therefore I enjoy a range of martial arts which require a great deal of dedication, commitment, and motivation. During these years I have obtained my 2nd Dan Black belt and a Sports Leadership award.

**General Interests:** In addition to my sporting activities, I enjoy socialising with my friends and family as well as meeting new people and taking on new experiences. My current challenge is building my own Campervan using my time in Lockdown!

References available on request.