

Matthew Dunmore

Curriculum Vitae

Market Harborough

07415 890 121

mdunmore89@gmail.com

PERSONAL PROFILE:

A conscientious, hardworking and highly reliable individual with the ability to work both within a team and independently using own initiative. A strong work ethic, ability to work under pressure and effective in building and maintaining relationships with employees and management at all levels within an organisation, expressing confidence and ability to manage expectations and workloads.

SKILLS & ACHIEVEMENTS:

- I have been maintaining, upgrading and building PCs from scratch both for myself as well as friends and family for the last 10-12 years. I have learnt how and where to research component compatibility, prices and different manufacturer specs for different use-cases whilst also accounting for power consumption and longevity. This allows me to give good advice on price vs performance to give the customer the best recommendations possible for their budget.
- I have worked with a variety of different types of machines including PCs, laptops and all-in-ones. I have used the knowledge I have gained through my own research to upgrade my sister's all-in-one Dell PC with a new and larger volume SSD, upgrading from an older 2.5" laptop drive, as well as transferring the data from one drive to the other. This also involved creating new volumes and partitioning the new drive for use.
- I keep an active eye on both new and upcoming PC component technology as I consider myself an enthusiast, especially regarding high-end gaming PCs.
- I have a good working knowledge of components including processors; graphics cards; RAM; cooling solutions; power supplies; storage drives; cases; monitors and peripherals.
- I have learnt to both diagnose and resolve IT related issues through my own research, including hardware faults and network connectivity issues. This has included providing recommendations on router placement at my parents' house, making changes to network settings (name and password changing, port forwarding and user management).
- I have a good sense of humour and consider myself to be a good communicator on all levels with experience taken from working in a variety of roles.
- It has been necessary for me to adapt to different situations in the jobs that I have had, working with a variety of different people and customers/patients. The pace of work was variable, meaning that I had to work hard to ensure the level of service was maintained even when it was extremely busy.
- I am both customer focussed and have good experience in dealing with difficult situations. Working in several busy environments within the restaurant trade and within A&E, I have learnt to deal with high pressure conditions and how to handle situations as effectively and efficiently as possible.
- Full, clean UK driving license

EDUCATION HISTORY:

Beauchamp College (A-level) (2006-2008)

- Maths – C
- Biology – C
- Physics – E

Beauchamp College (GCSE) (2004-2006)

- English Language – A
- English Literature – B
- Maths – A
- Physics – A
- Biology – A
- Chemistry – A

WORK EXPERIENCE:

July 2023 – present

In recent months, I have elected to take some time away from work in order to pursue further learning and undertake some personal development. I have recently completed a 3-week certified course in skills for creative industries, which involved web design and development and games design, and I have just begun a 16-week part time web development bootcamp. This will be taken outside of working hours.

Mowbray Education Trust – IT Technician – March 2023 to July 2023

In my role as IT Technician, I was responsible for maintaining IT services for 7 schools within the school trust. This involves diagnosing and repairing problems with various models of laptops, desktop computers, printers and phone systems, as well as communicating with other members of staff via the trusts ticket system and Microsoft Teams.

ClockedIn Ltd/FireArrest – Service Desk Technician – September 2022 to March 2023

This role involves configuring, despatching and maintaining around 1000 android devices both in the office and remotely via TeamViewer, supporting customers in a polite and timely manner on Zendesk, raising support issues via Jira, as well as liaising with manufacturers and developers in China and India. I have also created reports for various care home groups and NHS trusts in order to help with troubleshooting issues, as well as creating order checklists and sets of procedures for configuring new devices ready for deployment. I have also assisted in testing new versions of the companies 'FireArrest' software.

One feat I am particularly proud of during my time here was convincing our manufacturing team that Android settings in our new devices could be altered to allow a TeamViewer connection without end-user interaction via firmware. I did this through my own research and making changes within the Android operating system myself using other apps. Without this, the company's ability to remotely support their devices would have been severely impeded.

Waitrose & Partners – Night Replenishment Staff – June 2018 to September 2022

My role at the Market Harborough branch of Waitrose was to make sure that my section of the store is restocked, as well as picking and bagging customers' online shopping orders in a timely and efficient manner. This also involved checking that the stock is within date, had a remaining shelf life that would be satisfactory to the customer and also adhered to the partnership's high quality standards. This was been a very fast paced role, especially during the pandemic, and required good stamina, keeping cool under pressure whilst also adhering to government guidelines.

Kettering General Hospital – A&E Receptionist/Administrator – July 2015 to June 2018

Working in a hospital, I had to take great care when taking information from patients, as any errors can have serious consequences for a patient's health. My duties in this role included booking in patients whether they come in under their own power or by ambulance. On occasion, I also had to do some investigatory work to find out who a patient is when they are brought in. I also took phone calls both from relatives and other staff within the hospital, providing relevant information where appropriate, as well as make sure patients records are filed in the correct manor, keeping them up to date when booking in. I also had to ensure that other members of staff have up to date and relevant information when seeing patients with appointments booked from GP practices.

Don Leone Italian, Leicester – Senior Waiter/Barman – August 2013 to July 2015

I had responsibilities for opening and closing the restaurant, as well as supervising other members of staff, organising the booking sheet to maximise the number of covers, and using the PDQ machine to create reports at the end of the shift, as well as providing friendly and excellent service to all customers. I have also been able to provide extra special service for clients recognised from my other places of work as well as returning customers. Team work and good communication skills are key factors in this so that they can continue to provide this level of care.

Plusnet PLC – Technical Support/Customer Services – July 2014 to September 2014

I provided first class customer support over the phone, and have had responsibilities for diagnosing and reporting faults to BT, and I have also been able to give instructions on how to fix customer's problems with either their phone or broadband in a clear and proficient manner over the phone. My other responsibilities also included answering queries by email, giving information on new products and re-contracting, as well as taking payments.

Boboli/The Lighthouse Restaurants, Kibworth – Waiter – February 2013 to April 2013

My responsibilities included greeting customers at the door and making sure that they were looked after with bread, olives, and drinks. As the two restaurants have slightly different formats, it was important for me to be organised and efficient.

Casa Romana Restaurant, Leicester – Waiter – June 2005 to December 2011

May 2012 to June 2013

I worked as a senior waiter, being relied upon to provide a quick, efficient and friendly service to customers. A key characteristic in this busy environment is to be proactive, and constantly look to see what work needs to be done, rather than waiting to be instructed.

Boden Mail Order, Leicester – Customer Service Advisor – September 2008 to September 2010

September 2012 to October 2012

Throughout my time at Boden, I had responsibilities for taking incoming calls for both orders and queries, contacting customers by email and processing returns paperwork. When dealing with customers, I was both friendly and professional, helping to build good customer relations. I also had to have good organisational skills in order to work in an efficient manner.

HOBBIES & INTERESTS:

- I consider myself to be a PC gaming enthusiast, with a focus on shooters and RPGs. I also enjoy tabletop card games such as Magic the Gathering.
- I am a huge Star Wars and sci-fi fan, and an avid reader.
- I am always keen to share and learn about new music, with my personal tastes leaning towards the heavier side of rock/metal, but also some softer music. I try to go to gigs several times a year when lockdown status allows.
- I subscribe to several tech Youtubers including Linus Tech Tips, JayzTwoCents and Gamers Nexus to stay up to date and informed on tech news and recommendations.

References available on request.