

Harry Darlington

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Skills

- Team Leadership
- Microsoft Office 365
- Jeopardy Management
- Punctual
- Responsible
- Project Management
- Organised
- Incident/ Problem Management
- Network Administration
- Full UK driving licence

Certifications

- ITIL V4 Foundation – Obtained May 2022
- 3CX Advanced Certified - Obtained October 2020

Work History

PushON | Support Desk Manager | Permanent | November 2022 – Present

- Developing the client-business relationship by implementing new workflow processes e.g. implementing proper triage process and automatic ticket templates to increase productivity whilst lowering first response times.
- Running daily stand-up calls with the engineers ensuring everyone understands their tasks and is confident with the day's work.
- Holding weekly, monthly and quarterly catch-ups with stakeholders and clients to update them on the business and engaging with them to generate better client experience.
- Producing weekly and monthly reports for clients to ensure they are happy with the quality and quantity of work provided.

Boohoo | Service Desk Manager | Permanent | April 2022 – November 2022

- After proving myself in the Service Desk Team Leader position I applied for and successfully achieved the position of Service Desk Manager. Many of my duties are still the same as I previously did the job of Team Leader and Manager whilst the position was unfilled.
- Since moving to this position, I have led jeopardy management across the support teams and ensured that we drive down open tickets and increase first time resolutions.
- Achieved an 80% first contact resolution on all tickets
- Built stronger relationships between the customer service department and tech by implementing regular check-ins to ensure their issues/concerns were listened to and broadcasted throughout tech.
- Mentored the Service Desk Analysts to ensure they progressed into roles that suited them best, this consisted of setting up third parties (QA and CompTIA) to come in and show options for exam routes etc. Which led to some analysts moving into different areas of the business.

Boohoo | Service Desk Team Leader (Acting Manager) | Permanent | September 2021 – April 2022

- Leading a team of 15 engineers through a big transition from a complete contracting team to a permanent service desk whilst maintaining a good standard of service to the staff at boohoo 24/7 365

- Recruiting new engineers for the desk and training them to a competent level to be able to move into the team's shift pattern
- Aiming to achieve a 70% FCR on all tickets that hit the desk
- Dealing with around 1500 tickets a week
- Leading meetings regarding jeopardy and incident management looking into how improvements can be made to processes to reduce contact to the desk with minimal impact on end users
- Liaising with the CIO and head of operations to give them briefs on how the desk is performing
- Business wide presentations showing how the desk is implemented within the business and the changes that are coming in the following year

Boohoo | 1st Line Analyst | Contract | June 2021 – September 2021

- Troubleshooting users' issues over the phone/ email and seeing the problem through to resolution
- Dealing with users' issues face to face whilst working the floor inside the offices
- Highest ticket closer on the whole service desk since the first week of being here

Clyde & Co | Build Coordinator | Contract | February 2021 – May 2021

- Managed build teams weekly and daily activities for deployments based on the agreed deployment schedule
- Also Managing overseas teams for deployment to offices around the world
- Oversee the deployment engineers for device builds and quality checking the builds produced
- Manage build resources so devices are available ahead of deployment day
- Use of Microsoft Intune and Azure throughout the project
- Schedule in users for their migration slots via Migration Studio solution
- Manage shipping of devices including Peripherals to end users
- Provide daily reporting of status including progress, deployment stats and challenges faced by the build team

Clyde & Co | Build Assistant | Contract | January 2021 – February 2021

- Imaging laptops with specific software tailored to the end user
- Reporting stats to line manager providing insights into challenges faced throughout the day
- Creating assets for the company to keep track of the laptops and what users are linked to them
- Daily use of SharePoint and Intune

Seriun | 1st & 2nd Line Engineer | Permanent | September 2019 – January 2021

- Troubleshooting customer's issues over the phone/ email and seeing the problem through to resolution
- Undertaking out of hours support for customers (Usually done alone) to give businesses more flexibility on performing maintenance work
- Attending customer sites to resolve physical issues with hardware as well as installing new servers, UPS's and other equipment
- Working within a team to roll out projects (e.g. swapping a customer's site from windows 7 to windows 10)

Daisy Group | Customer Service Executive | Permanent | March 2019 – August 2019

- Responding to customers enquires online, over the phone and through email

- Performing outbound calls to suppliers for stock and organising maintenance work
- Broadband and telephone line troubleshooting (using WLR3 and personalised software made by daisy)
- Completing billing reviews for customers and making reports on invoices
- Joined a board of representatives for the company where I shared views on how to improve the processes within the company

CMS Group | Trainee Service Desk Analyst | Permanent | August 2018 – March 2019

Iceland Food Warehouse | Shop Assistant | Permanent | August 2017 – August 2018

Sports Direct | Casual Sales Assistant | Permanent | November 2016 – August 2017

Education

Blackburn College | Interactive Media & Software (Inc. Networking & Security) Level 3 Extended Diploma

Grades

Achieved - D*D*D* (Triple Distinction Star)

During my time at Blackburn College I had been elected as the student representative. This role involved me attending meetings with pastoral leaders, discussing improvements and issues within the college.

Mount Carmel Roman Catholic High School

Accrington |

GCSEs

Subject	Grade
English Language	C
Maths	B
Additional Science	B
Religious Studies	B
Business Studies	C
Design Technology	A
ICT	A
Core Science	B
English Literature	B

During my time at Mount Carmel, I became a prefect. I also applied for and achieved the position of Deputy Head Boy. This role involved doing speeches in front of parents and pupils, organising meetings with students and staff.

Interests

- Mountain Biking.
- Going to the gym.
- Setup home networks with Unifi equipment
- Setup home CCTV systems with Hikvision cameras
- Previously attended the ATC (Air Training Corps) for two and a half years.
 - Piloted propeller planes
 - Gained lots of confidence
 - Became a corporal

*****References upon request.**