ANTINO KILA

IT HELPDESK

🏠 Leicester,UK

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✉ ninokila91@gmail.com

SKILLS

PROFFESSIONAL

- Customer Service
- Excellent Telephone Manner
- Organizational skills and multitasking
- Office 365 Management
- Java/C
- Troubleshooting
- Active Directory knowledge
- Help Desk Ticketing Systems knowledge

EDUCATION

BSC INFORMATION ENGINEERING
Technological Educational
Institute of Crete
2009-2014

PROFILE

A highly motivated, confident individual with exceptional multitasking and organizational skills. Outstanding communication, relationship building and influencing skills, competent in building customer relationships which inspire confidence and loyalty. Rapidly assimilating into any environment. Acting as a first point of contact in person, by email and on the telephone, I employ my friendly and helpful persona to assist with queries.

EXPERIENCE

ASSISTANT MANAGER   • 2018 - CURRENT

STARFISH PROPERTIES LTD

- Answering customer inquiries, giving information, and solving any problems a customer may have
- Investigating and resolving customer complaints quickly and patiently
- Organizing delivery requests and assigning them to available drivers
- Identifying and resolving any issues regarding the shop, staff, or customers.
- Recruiting new staff and training existing staff
- Ensuring company policies are followed
- Ensuring that health, safety, and security rules are followed

FIELD SERVICE TECHNICIAN   • 2015 - 2016

INFOLAB LTD

- Installation of interactive boards at public schools as well as its corresponding software
- Installation of projectors at public schools and regulation of their settings.
- Creation of a local area network providing the connection and communication of the school's computers
- Presentation of each hardware's capabilities and giving instruction to the personnel about its use
- Troubleshooting any issues required

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INTERESTS

- Exercising
- Reading books
- Producing music beats

LANGUAGES

- ENGLISH
- GREEK
- ALBANIAN

EXPERIENCE

- 2014 - 2015

TECHNOLOGICAL INSTITUTION OF CRETE

- Troubleshooting any issues required
- Diagnosing hardware issues on PC's or laptops and fixing or replacing the faulty hardware part
- Performing data recovery or backup on multiple workstations using technologies such as Acronis true image or G4l Cloning
- User account password recovery
- Troubleshooting a wide range of software or Operating System issues
- Formatting PC's or laptops followed by installing the preferred operating system, essential and required software
- Managing and updating an availability timetable regarding university halls as well as informing the university's professors of their corresponding halls and times