# Stephen Slimmon

# 07730042158

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# Renfrew,

**PROFILE:**

I am a self-motivated and versatile worker. Able to use my own initiative and work as part of a team or on my own to achieve set objectives. I can articulate at all levels within an organisation, and I have good problem solving and analytical skills. Highly adaptable, committed, and thorough in delivery of duties involved in the role.

**STRENGTHS:**

I am hard working and a dependable team player who can follow instructions whilst also using his own initiative when situations arise. I am a fast learner and have excellent organisational skills, have a wealth of experience in many fields and I am used to working in pressured environments.

**PROFESSIONAL QUALIFICATIONS, TRAINING AND ADDITIONAL INFORMATION:**

* Currently studying a BSc for computing, IT, and software through Open University.
* Full clean UK driving licence
* Ricardo C.F.S.P (Customs Freight Simplification Procedures and warehousing certificate.)
* Certificate of completion for excel 2003 level 2 and 3
* Confident with office suite 365
* I also have experience with using SAP systems as well as a complement of bespoke software’s

**Current Employment:**

IBM Kyndryl

1st line Software Support

February 16th, 2022, to current

* Log and prioritised all helpdesk calls escalating where necessary
* Investigate and troubleshoot any issues that arise
* using SCCM Active directory to Manage user machine and software access.

**PREVIOUS EMPLOYMENT:**

Amazon

IT ops Technician (peak Support)

Temporary

Nov 2021 – Jan 2022

Ops Tech IT support:

* Log and prioritised all helpdesk calls escalating where necessary
* Investigate and troubleshoot any issues that arise
* Supported the Service Desk, providing support to staff and responding to all requests
* reimaging laptop, desktops and thin clients when required.
* IT hardware moves between departments
* Support in the setting up of presentations and video conferences
* Provided support on an IT project when requested by the IT engineers.

Amazon

ICQA Fulfilment Associate

Temporary (employer Adecco and Amazon)

Nov 2020 – Nov 2021

Gourock, Scotland, United Kingdom

My main duties were stock auditing involving stock counting and problem solving

TBR Global (International Ground Transportation Company), April 2018 – October 9th, 2020

**Transport Control Supervisor**

**KEY RESPONSIBILITIES:**

Along with the Controller duties listed my additional duties include

* Liaising with my team over multiple shift patterns
* Maintaining the staff Rota to ensure holiday and absences are covered
* Ensuring we have sufficient staff coverage for busy periods
* Hosting Monthly one to one’s to give progress reports on bonus targets and allowing staff an open forum to advise on any issues they may have.
* General admin duties involved in my role such as holiday and 1-2-1 forms

TBR Global (International Ground Transportation Company), July 2010 – March2018

**Transport Controller**

**KEY RESPONSIBILITIES:**

• Managing our drivers and confirming they have the correct routing information and requested items.

• maintaining In-house booking system with client bookings and driver allocation.

• Deal with any new issues that arise from the client or driver side.

• Vehicle allocation

• Liaising with 3rd party suppliers to confirm all business needs are met.

**CAREER SUMMARY:**

* **Grade 3 operative (Semi-Skilled Labourer),**

Doosan Babcock Energy Ltd, May 09 – Aug 09

* **Junior CSA (Customer Support Analyst),**

Blackbaud Europe Ltd, Nov 07 – Oct 08

* **Senior import / CFSP administrator,**

Tyco electronics UK Ltd, Mar 04 – Nov 07

* **Assembly Operator,**

Tyco electronics UK Ltd, Mar 03 – Mar 04

* **Warehouse Picker**,

Sport Connection Hillington industrial estate. Nov ’02 – Jan ‘03

* **General Assistant**,

Alpha Flight Services, Glasgow Airport. May ‘02 – Nov ’02.

* **Retail Supervisor**,

Essienegger Braehead Centre. Dec 01–May 02

* **Retail Supervisor**,

The natural world Buchanan galleries. Mar 01–Dec 01

* **Senior sales/Stockroom Manager**,

The Discovery Store Braehead Centre Mar 00–Mar 01

* **Kitchen porter**,

Sutcliff catering Glasgow city centre. Feb 00 – Mar 00

**CAREER SUMMARY CONTINUED:**

* **Sales consultant**,

The Discovery Store Braehead centre Nov 99 – Jan 00

* **General assistant**,

Alpha flight services Glasgow airport Sep 95 – Sep 99

* **Slaughter man**,

Sandyford Abattoir Paisley Sep 94 – May 95

* **Labourer**,

Sandyford Hides and Skins Paisley Sep 93 –Sep 94

* **Y.T.S. Sales Assistant**,

john-Menzies Paisley Jan 93 – Sep 93