Samantha Jones

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A wealth of experience working in IT Service Desks, mostly in Senior and Managerial roles has given me the knowledge and confidence to take on any service desk. I have extensive experience with process documentation, design and improvement. My attitude to work is professional and positive; I am well presented and communicate articulately and confidently with all customers and stakeholders. Building healthy relationships with clients and co-workers is one of my greatest strengths.

# ***Employment***

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| 1. *Cloud 9 Datacentres, London August 2011 – Present* 2. **Service Desk Manager** 3. Managing a service desk specialising in support of charities, I have designed and documented all of the working processes, overseen a migration to a new ticketing tool, recruited much of the team and substantially improved customer satisfaction survey results. 4. Duties and projects include but are not limited to:  * Manage the processing of incoming calls to the Service Desk via both telephone and e-mail to ensure courteous, timely, and effective resolution of end user issues. * Design and enforce request handling and escalation policies and procedures. * Track and analyse trends in Service Desk requests and generate statistical reports. * Oversee the development, implementation, and administration of help desk staff training procedures and policies. * Handle all appraisals, disciplinary and other HR functions. |
| 1. *Connect Support Services, London August 2010 – August 2011* 2. **Service Desk Team Leader** 3. Managing a busy outsourced service desk; dealing with escalations, SLA compliance, recruitment and staff development and appraisal, incident management, administration and service improvement. I am responsible for designing and documenting processes and technical guides. |
| *Eurodata Systems PLC, London July 2008– July 2010*  **Service Desk Manager**  Managing a service desk with a team of 20 1st – 3rd line analysts taking approximately 300 contacts per day; dealing with escalations, SLA compliance, recruitment, staff development and appraisal, incident tracking, administration and chair of the Continual Service Improvement Team.  **Second Line Support Technician**  Working as above in a second line support role, where I was promoted to manage the team after 1 year. |
| *Legal & General, Knox Court, Cardiff November 2007- July* 2008  **Fixed Term Contract - Service Desk technician**  A six-month contract for Legal & General, 2nd Line Support, Remedy call management, 1st and 2nd line support for thousands of clients using Legal & General quoting applications. |
| *Ministry Of Defence, Ensleigh, Bath June 2007- November 2007*  **Fixed Term Contract - DCSA Helpdesk technician**  Working on a busy helpdesk, primarily for the Navy. Supporting several thousand users by telephone and email. Dealing with highly confidential information on a daily basis and working in a high security environment. |
| *Net Support UK, Cardiff April 2006 – June 2007*  **Service Desk Manager**  Managing the service desk for a managed services provider based in Cardiff with clients all over the country in a wide range of industries such as large construction companies, architects and helicopter manufacturers. |
| *Ministry Of Defence, Ensleigh, Bath November 2005- April 2006*  **Fixed Term Contract - DCSA Helpdesk technician**  Working on a busy helpdesk, primarily for the Navy. Working with Remedy call management system, supporting several thousand users by telephone and email. |
| *B&G Software Consultancy Limited, Monmouth February 2001- November 2005*  **Senior Technician**  Co-managing a busy service desk in a managed services environment. Working to ISO 9001/7799 and BS15000 standards for which I did a large proportion of the process documentation. We supported many clients, located all over the country including two large government agencies. I was involved in all levels of support for a wide range of technology on both Novell and Windows networks and was also responsible for several web and intranet sites and databases. |
| *Archaeological Investigations Limited, Hereford March 2000 – February 2001*  **Office Administrator** |

# ***Professional Certifications:***

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| **MCTS:** Windows 7, Configuring | **MCDST:** Microsoft Certified Desktop Support Technician |
| **MCITP:** Enterprise Support Technician | **MCP:** Professional MCP 2.0 -- Certified Professional |
| **MCTS:** Windows Vista: Configuration |  |
| **ITIL:** Service management foundation certificate |  |

# ***Secondary & Further Education:***

**Open University Certificate in Information Technology and Computing:** The Open University, 2008 - 2010

**BSc Technology :** The Open University 2003-Present

**GCSE** - 10including 3 A’s and 6 at B-C: Kingstone High School, Herefordshire, 1993 – 1998

# ***Interests***

My favourite pastime is cooking, I love to experiment and create my own recipes. I enjoy all sorts of music and go to live concerts as often as I can.

# ***Other***

Full, clean UK driving licence

Windows server 2003 2007 2008 exchange EGAP IAG UAG BES CITRIX cloud network cisco ITIL IOS iPhone blackberry swivel SharePoint DHCP DNS html