

# TOMAS GRAMANTAS

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## SELF STATEMENT

Hardworking and dedicated university student with excellent analytical skills and a demonstrated commitment towards providing great customer service. Excellent time management and organizational skills combined with fantastic knowledge of customer service expectations accumulated from 3+ years of retail experience. In my free time I like to learn web development in hopes of one day getting a web development role.

## EDUCATION

### Open University

BSc Computer Science

Oct. 2019 - June 2025

Studying a broad route computing and IT degree with modules aimed towards the web development industry mixed in with various other modules such as Communication Technologies, Cyber Security and Java Programming with consideration of Web, Mobile and Cloud Technologies as well as Interaction Design and User Experience in my final year.

### South West College

Level 3 Diploma in IT

Sept. 2017 - June 2019

## EMPLOYMENT

### InfoSys BPM, *Call Advisor for EE/BT*, Lurgan

Nov. 2022 - Current

- Answered inbound calls and provided exceptional customer service to resolve issues and answer questions.
- Demonstrated excellent communication skills to effectively convey information and de-escalate tense situations.
- Utilized company systems and databases to access customer information and document interactions.
- Assisted customers with financial difficulties and set them up on payment plans for my collections role.

### Emersons, *Customer Assistant*, Armagh

Apr. 2022 - Nov. 2022

- Technical skills for operating point of sales systems and stock management systems.
- Managing shop floor stock and highlighting any stock requirements to then retrieve from the warehouse.
- Ensured cleanliness and appearance of the shop was of high standard before closing.

### Home Bargains, *Customer Assistant*, Rushmere Shopping Centre, Craigavon

July 2019 - Apr. 2022

- Brought forth excellent customer service skills and a commitment to ensure a positive and hassle-free customer experience.
- Ensured a neat and attractive sales environment, and assisted in the setup of visual displays.
- Assisted with warehouse organisation and operations as well as bringing up stock to the shop floor.

### One Stop, *Customer Assistant*, Greenstead, Colchester

May 2018 - Mar. 2019

- Took on extra shifts based on the needs of the store.
- Assisted with closing duties and counting till finances at the end of the day.
- Worked swiftly with chilled and frozen deliveries to ensure it remains fresh.

### Integrated College Dungannon, *IT Technician (placement)*, Dungannon

Jan. 2017 - Feb. 2017

- Provided IT assistance throughout the school to both teachers and students when required.
- Produced troubleshooting guides and Microsoft Office documentation for GCSE students.
- Assisted with resolving a computer room's network issue.

## SKILLS

**PROGRAMMING LANGUAGES:** HTML & CSS, JavaScript, Java, Python

**COMPUTER SKILLS:** Computer Hardware, Custom Computer Builds, Microsoft Office Software, Video Editing, Photo Editing, Web Development

**LANGUAGES:** English, Lithuanian

## ACTIVITIES

### Armagh Youth Council, *Member*

Jan. 2014 - June 2014

Displayed an excellent level of communication skills whilst taking part in group discussions when organizing events like the St. Patrick's holiday workshop where we designed costumes for people to then wear them during the holiday, also assisted in the planning of renovating the youth council building along with the group.

## REFERENCES

References available upon request