

Thomas Hawdon

United Kingdom

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I have a high level of knowledge with computers as I am able to use a wide variety of Microsoft Office products and specific coding applications. I also understand a wide range technical support issues with computers as I have been able to fix computing/technology issues for family and friends.

Work Experience

Customer Experience Advisor- WFH

Firstsource Solutions Limited – Work from Home

October 2021 to April 2022

Answering the phone for sky customers and helping them with troubleshooting for broadband and TV and any billing or sales enquiries.

Bar Staff

Penygraig Labour Club

January 2017 to August 2018

Serving alcohol and snacks to customers, replacing stock when empty, collecting dirty glasses and washing them and helping clean up after service has stopped.

Bar Staff

Dunraven Conservative Club

July 2015 to January 2017

Serving alcohol and snacks to customers, replacing stock when empty, collecting dirty glasses and washing them and helping clean up after service has stopped.

Sales Staff

NEXT PLC

July 2014 to July 2014

Keeping sales floor clean, making sure clothes are on correct rails, re-arranging clothes rails when needed.

Education

Mathematics – A Level – D, Business Studies Level 3 – BTEC Advanced Subsidiary Diploma – Pass

Coleg Y Cymoedd

September 2016 to August 2018

8 GCSE's Grade A-C in Humanities, Welsh, Geography, Additional Science, ICT Level 2, Business Studies Level 2, English Language, Mathematics Linear (Option H)

Tonypandy Community College

September 2009 to July 2015

ICT Level 3 - BTEC Advanced Subsidiary Diploma - Distinction*

Tonypandy Community College

September 2009 to July 2015

Welsh Baccalaureate Level 3 - A Level - B

Tonypandy Community College

September 2009 to July 2015

Skills

- GREAT ATTITUDE (4 years)
- ORGANIZATIONAL SKILLS (4 years)
- PUNCTUAL (4 years)
- TECHNICAL KNOWLEDGE (8 years)
- Customer Service (3 years)