

# GARETH CROOKS

## IT SUPPORT RESUME

### Career Summary

An enthusiastic and knowledgeable young person who is able to provide front line support as part of any IT Service Operation. Gareth is a logical thinker who is handle 1st/2nd line support calls, analyse and investigate problems, implement fixes, escalate support calls to 2nd/3rd Level and work closely with the service desk team. He is flexible, resourceful and willing to take full ownership of user problems until they are fully resolved. He is hungry to learn IT from the ground up, and is currently looking for a suitable position with an forward thinking company.

### Academic Qualifications

<b>Coventry North College</b>	<b>2011 - 2012</b>
Diploma in IT Systems	Pass
<b>Birmingham South High School</b>	<b>2008 - 2011</b>
Maths	Pass
English	Pass
Geography	Pass
Physics	Pass
Business Studies	Pass
Physical Education	Pass

### IT Support skills acquired whilst studying

- Providing first level technical support to customers.
- Ability to convey technical solutions in a clear and concise manner.
- Installing and configuring computer hardware systems and IT software.
- Undertaking analysis, diagnosis and resolution of client problems via phone, e-mail & face to face contact.
- Quickly responding to customer enquiries and concerns.
- Escalating unresolved problems to other support staff.
- Taking ownership of problems and tracking them to a successful conclusion.
- Raising & maintaining incident tickets and problem records.
- Continuously reviewing performance against Service Level Agreements.
- Analysing call logs to spot trends and underlying issues.
- Producing documentation and reports to a high standard.
- Testing and evaluating new technology.
- Setting up new users' accounts and profiles and dealing with password issues.
- Monitoring IT network to ensure availability to all users.

## Key skills

### KNOWLEDGE OF

- IT maintenance
- Hardware faults
- Network support
- Safety legislation
- Logging faults
- Replacing parts
- IT infrastructure
- Troubleshooting

### KEY COMPETENCIES

- Identifying and remedying performance bottlenecks in complex systems.
- Repairing IT equipment and replacing parts.
- Prioritising in a fast moving environment.
- Ability to grasp technical concepts quickly and easily.
- Giving sound advice on technical matters.
- Accurately following diagrams and written instructions to repair a fault or set up a system.
- Clean driving license and access to own transport.
- Strong system and IT experience.
- Flexible to overtime requests.
- Maintaining records of software licenses.

### PERSONAL SKILLS

- Proactively working as a member of a team.
- Active questioning & listening skills.
- Maintaining individual performance targets.
- Ability to work under pressure.
- Excellent problem resolution skills.
- Good communicator at all levels.
- Work well as a member of a team & in isolation.
- Open to different ideas, working practices and cultures.

### REFERENCES

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### CONTACT DETAILS

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