

Personal statement

An intelligent and articulate individual who not only exhibits a high level of professionalism, but is also passionate about providing outstanding customer service. John is more than confident that he will be able to manage customer expectations and communication. He has a strong general interest in and aptitude for IT and is someone who can express ideas and information clearly and concisely. As a confident individual he can work effectively within a changing environment and is able to modify his behavioural style and approach in order to achieve results. Right now he is looking for a suitable job with an exciting and ambitious company.

Academic qualifications

Coventry North College	2011 - 2012
Diploma in Customer Service	Pass
Birmingham South High School	2008 - 2011
Maths	Pass
English	Pass
Geography	Pass
Physics	Pass
Business Studies	Pass
Physical Education	Pass

Helpdesk skills acquired whilst studying

- Assisting local and remote staff with technical problems including desktop\laptop\server software, hardware and network issues.
- Meeting requests for information and support within the agreed timescales.
- Analysing problems, researching potential solutions, isolating issues and referring complex problems to senior technical staff.
- Handling a large volume of inbound calls and enquiries.
- Quickly analysing & presenting verbal & numerical information in a concise and understandable manner.
- Giving feedback to supervisors and managers through reports or statistics.
- Resolving complex queries and giving advice.

Knowledge of

Helpdesk support	Call handling	Customer service	Managing incidents
Desktop hardware	Customer rapport	Desktop security	Jeopardy management
Problem solving	Vendor relationships	Incident management	Contact centres

Personal skills

- Responding promptly to requests for technical support via email, phone and face to face.
- Able to working outside of normal business operating hours.
- Taking responsibility for personal development, learning and performance levels.
- Always adhering to standard operating procedures, best practices and customer service guidelines.
- Willingness to learn new skills.

References

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