

## About Me

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As an IT Helpdesk Analyst, I have a strong background in providing technical support and customer service to clients. I am experienced in troubleshooting and resolving a wide range of IT issues, including hardware and software problems, network connectivity issues, and email and telephone support. I am also skilled in managing and prioritizing multiple tasks and ensuring the timely resolution of customer complaints and issues. I have obtained strong communication and problem-solving skills which would make me an asset in any intermediate level of IT role. I am passionate about developing new software, supporting both the use and development of current software applications and applying for a junior software developer position.

## Experience

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### IT HELPDESK ANALYST

12/2022 - Present

RETAIL ASSIST, NOTTINGHAM

- Responded to technical inquiries from end users while providing efficient and professional support in a timely manner.
- Provided end-user troubleshooting and desktop support.
- Explained technical information in clear terms to promote better understanding for non-technical users.
- Provided IT support to non-technical internal users through desk side support services.
- documented support interactions for future reference.
- Provided on-call support for critical issues related to network outages.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Maintained and updated employee data while complying with GDPR.
- Produced technical documents to promote new first line fixes to improve productivity and provide a prompter resolution for the end user.

### CUSTOMER SERVICE MANAGER.

08/2019 - 12/2022

LADBROKES, NOTTINGHAM

- Conversed with customers with a view to identifying opportunities within current promotions to promote profitable turnover.
- Dealt with customer complaints and comments in such a way as to enhance customer loyalty, resolving as many as possible in the shop.
- Maintained customer service excellence throughout the shop according to divisional standards.
- Operated effective cash control procedures and ensured all colleagues adhere to the cash control responsibilities.
- Opened and closed the shop working both alone and with a colleague during the morning and evening shifts.
- Adhered to government guidelines regarding money laundering and keeping crime out of gambling.

## Education, Certifications, and Skills

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Derby University

LEVEL 3 IT: GRADE: 74

**LEVEL 3 COMPUTING: GRADE: 62**  
**LEVEL 3 MATHEMATICS: GRADE: 61**  
**LEVEL 3 ACADEMIC SKILLS: GRADE: 56**

LANGUAGES: HTML, CSS, BOOTSTRAP, JAVASCRIPT

TECHNICAL SKILLS: Microsoft Word, Microsoft Office Microsoft Teams, Microsoft Powerpoint, Microsoft Excel, Zoom, Jira

SOFT SKILLS: Problem solving, Critical thinking, Punctual, Outgoing, Effective communicator

## **Certifications**

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**IMPROVE YOUR ONLINE BUSINESS SECURITY**  
**GOOGLE DIGITAL GARAGE.**

**10/2021**

This course on security practices online gave me the opportunity to have the understanding of how our own security protocols are looked at and secured so that we may use the internet in a safe manner

**Internal courses through Retail Assist.**

**12/2022-Present**

Customer Empathy (CPD Certified)

Communication skills (CPD Certified)

Supporting your team(CPD Certified)

Coaching and mentoring: Giving and receiving feedback

**Test automation foundations – LinkedIn learning**

**12/2023**

**Programming foundations: Databases – LinkedIn learning**

**12/2023**

**Software development lifecycle (SDLC) – LinkedIn learning**

**12/2023**