

Top Skills

ITIL Certified

Resolving Issues

Work Alone

Certifications

Customer Service Foundations

Ethical Hacking: Cryptography

Azure Administration Essential Training

Windows 10: Administration

Apple Certified Support Professional
macOS 11: 1 Installation and Configuration

Help Desk Manager at Manx Technology Group

Experience

Manx Technology Group

3 years 5 months

Help Desk Manager

May 2023 - Present (1 year 4 months)

Douglas, Isle of Man

Help Desk Representative

April 2021 - May 2023 (2 years 2 months)

Being the main point of contact between customers and the IT department. Providing telephone and online support. Monitoring, identifying and diagnosing issues.

PokerStars

IT Technician

April 2021 - January 2023 (1 year 10 months)

Isle of Man

HubPeople

Online Content Moderator

January 2019 - April 2021 (2 years 4 months)

Douglas, Isle of Man

Moderate online content, online and telephone support to end-users, Monitor chatrooms, manage complaints and inquiries, troubleshoot significant customer service problems and provide general information through Email, Phone, and Web/Live Chat.

Education

Zespół szkół Mechaniczno - Elektrycznych im. Kazimierza Pułaskiego

Information Resources Management · (September 2003 - July 2006)