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)