

Name Name

London, UK | 12345 678910 | email@email.com

Computing graduate with six years' experience across a range of industries including customer service, desktop replacement, and various warehouse roles. Ability to communicate well, support customers with technical issues, and use logic, customer service skills, and technical knowledge to resolve customer issues or escalate accordingly.

Technical Skills

- Windows 10
- Office 365
- WordPress
- Active Directory
- Windows Server 2016
- Excel
- Microsoft Office
- SharePoint
- Python

Education

- **Working towards A+ Network+ Certs** **2022**
- **BSc (Hons) in Computing 2:2** | University Name **2021**
- **Key Modules:** Networking, Operating Systems, Human Computer Interaction

Employment History

Parcel Sorter | Parcel company (Agency Work) **2019 - 2020**

- Loading and unloading parcels from vehicles in a timely manner as part of the sorting team.
- Training new team members in the processes and working as a team to meet tight deadlines.
- Maintain records of work and log damaged items onto the inhouse database with accuracy.

Desktop Replacement Engineer | (Agency Work) **2016 - 2019**

- Desktop removal and replacement and setup of desktops, monitors, and keyboards in offices.
- Troubleshooting issues, diagnosis of hardware failures, and conducting onsite desktop upgrades.
- Providing high quality service and customer experiences while explaining issues comprehensively.

Warehouse Laborer and Drivers Mate | Various (Agency Work) **2016 - 2018**

- Warehouse laborer and drivers mate roles for a range of companies on a regular, casual basis.
- Adapting to a broad range of environments and picking up new systems and processes with ease.

Sales Assistant | Name of shop **2015 - 2016**

- Dealing with customers on the phone and in person to provide technical support for devices.
- Advising customers on the features and benefits of different phones aligned to their needs.
- Explaining technical elements in an easy-to-understand manner for non-technical customers.
- Working at pace to deal with customers, drive sales, and reach customer and revenue KPIs.

References

- Available on request