

Steven Colson

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Profile

- Self motivated individual who strives for excellence
- Over 17 years of confident Customer Service experience
- Proven ability to consistently meet and exceed targets
- Excellent communication skills, both written and verbal
- Copes well under pressure and always meets deadlines
- Full clean driving license

Employment History

Kcom – Technical Support Call Taker

January 2017 – June 2017

- Fault diagnosis for phone lines and Internet
- Supporting ADSL, VDSL and Fibre to the home
- Assisting customers with advice for their own devices
- Customer service
- Router configurations
- Processing refunds

University of Hull – student

September 2016 – November 2016

BSc Computer Science

- Attended two months but broke my ankle so needed surgery and was unable to keep attending.

Knowhow – Desktop Repair Specialist

Newark July 2016 – August 2016 (temp contract)

- Desktop and all in one PC repairs
- Fault diagnosis
- Software/Data recovery
- Hardware replacement
- Customer Service

Hull College – Student

September 2015 – June 2016

Access to Higher Education diploma – Computing.

- Java development
- Access database development
- Excel spreadsheet development
- A-level Mathematics

Time off recovering from a car accident

October 2014 to September 2015

NHS Rotherham - 1st Line IT Support Analyst

Rotherham July 2014 to October 2014 (temp contract)

- IT Desktop support - Windows XP, Windows 7, Windows 8
- DHCP and static network printer management
- Active Directory password resets, account management and group permissions
- Remote desktop support
- Windows Office 2003 & 2010 support

Nisa Retail - 1st Line Support Assistant

Scunthorpe April 2014 to July 2014 (temp contract)

- Customer support role offering telephone and remote support to stores with their network, IT and EPOS systems
- Raising and managing tickets through a CRM.
- Assisting members with creating relevant reports, running end of day on their back office computers and setting up promotions.
- Troubleshooting ADSL networks with switches
- Troubleshooting computers with Windows XP and Windows 7 Operating Systems with local profiles and config settings for the Epos system.
- Communicating with 3rd party companies for 3rd line support.

Reconnix Ltd - IT Service Desk Analyst

Newark July 2013 to October 2013 (temp contract)

- Customer focused role dealing with inbound and outbound communications via the telephone, email or ticket management system where customers have portal access.
- Working as part of a team to obtain updates and identifying when hierarchy or technical escalations are needed.
- Ticket management, assignment to technicians and continuously reviewing tickets to update the client.
- Reviewing the priority level set to a ticket so that work could be managed by levels of priority and ensuring SLA was constantly met.
- Providing the communications between customer and technical during a priority 1 critical ticket.
- Reviewing business processes and amending them to include the new service desk and any improvements identified which would then go to the board to be discussed to see if any ISO's currently in place needed updating.
- Testing a new ticketing system and listing where additional improvements are needed to ensure a smooth life cycle of a ticket from start to finish including the status of the ticket at each stage.

Kelway Ltd - 1st/2nd line IT Service Desk Analyst

Huntingdon/Peterborough March 2012 to April 2013 (permanent)

- Telephone and email management of faults and raising of service requests.
- Working as part of a team maintaining Service Level Agreements.
- Conversant working in an ITIL environment.
- Providing both 1st and 2nd line software (Bespoke and MS operating software) and hardware support.
- Using Microsoft Active Directory – password resets and unlocking accounts.

- Experience of IP/subnet management, assigning static and DHCP IP details.
- Updating Share Point and WIKI knowledge bases.
- Supporting users with Cisco VPN access from their home computers
- Remote support for EPOS systems
- Training new members of staff

Cybit t/a Masternaut - Technical Assistant

Huntingdon

December 2011 to March 2012 (temp contract)

- Maintaining and installing tracking systems into commercial vehicles
- Impeccable product and technical knowledge to send config to units including IP, domain and GPS details
- Communicating on a daily basis with on site engineers
- Troubleshooting issues with tracking units
- Working to tight deadlines
- Training new recruits
- Inputting details into SAP

Regeneris (LG) - Technical Support Call Taker

Huntingdon

June 2011 to December 2011

(permanent)

- Taking customers calls and offering first line support to resolve issues with LG products
- Troubleshooting and offering network support advice
- Offering technical support and training to new colleagues
- Dealing with customer complaints through a sound knowledge of company policies and terms and conditions
- Often putting in extra hours to support company in meeting targets

Excell Group - Installations Co-ordinator

Sawston, Cambridge

March 2010 to April 2011 (permanent)

- Responsible for liaising with the sales department, clients and engineers to ensure a professional telephone system installation is achieved
- Ordering analogue and digital phone lines, placing services on those lines and ordering both DSL and data circuits.
- Communicating with engineers and other departments on a daily basis
- Engineer diary management
- Raising purchase orders and dealing with financial discrepancies
- Co-ordinating engineering resources for remote assistance

Pre April 2011 - Various agency assignments providing a wealth of vocational experience including;

- Data Analyst - Currys, transferring data from one database to another and performing testing to ensure the data keeps its integrity.
- Cabling Technical Clerk - Staythorpe Power Station, data inputting onto database and spreadsheet and manipulating it using Macros, Formula and visual basics

- Office Assistant - Carrilion Plc, Co-ordinating engineers, processing working hours and job sheets for payroll purposes. Filing, purchasing products and dealing with requisitions and purchase orders as well as inputting on to a bespoke database.
- IT Support Call Taker - Lincolnshire NHS, logging calls received via telephone and email and questioning callers to establish IT problems before assigning to appropriate department and giving initial advice including resetting passwords using active directory.
- IT trainer/Support Desk Assistant - Lincolnshire County Council, using full working knowledge of system to support instructors training social workers on new database and subsequently providing the training directly. Offering IT support including bespoke database problems. Questioning callers to identify problems and visiting sites to provide basic IT skill training.

Educational History

- Comptia A+
- Microsoft Office Specialist
- HND: ICT
- CLAIT Computing Course
- Level 1 IT Systems Support (hardware)
- European Computer Driving Licence (Advanced)
- NVQ Level: 2 Leadership and Management
- NVQ Level: 2 Business Administration
- NVQ Level: 2 Customer Services
- NVQ Level: 1, 2 and 3 Catering and Hospitality
- Basic Food Hygiene Certificate
- Health and Safety Certificate
- GCSE Mathematics and English (Grade A)
- Access to HE diploma – Computing

Specialist Skills

- Extensive knowledge of Microsoft Office
- Team leader experience
- Training experience

References - Available on request