



Professional Profile

Highly dedicated, results-driven, and qualified individual with demonstrated experience aiding large-scale technical operations. Leverages an attentive and analytical approach to meet user requirements. Recognised as a trusted IT professional who can troubleshoot complex issues through strong problem-solving capabilities. Adept at fostering cross-functional collaboration, while delivering unparalleled technical support within fast-paced digital environments.

Highly skilled in analysing complex data trends, recommending areas of improvement, and implementing targeted initiatives that drive operational efficiency and elevate overall customer engagement. Exhibits a proven commitment to leverage and integrate cutting-edge technologies to optimise workflows and exceed service level expectations. Upholds a strong devotion to continuous improvement and professional development.

Key Skills

Operational Coordination	Quality Assurance Control	Decision Making
Solution Implementation	Relationship Building	Problem Solving
Technical Support & Guidance	Cross-functional Collaboration	Critical Thinking
System Administration	Strategic Communication	Time Management
Database Management	Leadership & Teamwork	Attention to Detail

Career Summary

SELF EMPLOYED

2024 – Present

Freelancer

Key Achievements:

- Established a dedicated base of customers through the creation of bespoke digital items across an online Etsy store.
- Improved overall brand engagement and awareness for numerous local businesses through the delivery of tailored posters, flyers, and presentations.
- Engaged in client consultations to gather objectives and lead the distribution of exceptional transcription services.
- Fostered and maintained productive relationships with returning customers by exhibiting high-quality standards.

ASP EVENTS

2022 – 2024

Digital Customer Support Executive

Key Achievements:

- Orchestrated a significant reduction in website downtime, while simultaneously upholding a seamless user experience, through the timely resolution of complex technical issues relating to the CMS (showoff platform).
- Recognised by senior management for facilitating a significant decrease in response time to system-related queries.
- Leveraged expertise across the Zendesk ticketing system to optimise client communication and request tracking.
- Cultivated trustworthy working relationships with a number of senior management professionals.

Responsibilities:

- Accountable for the delivery of comprehensive technical support for thousands of users across the entire business.
- Served as a trusted point of user contact, while effectively escalating complex issues to senior representatives.
- Conducted thorough Quality Assurance checks across the website to maintain high standards of performance.
- Supported the delivery of internal software development projects by delivering technical consultation.
- Executed routine data entry, system, and functionality testing to maintain data accuracy and system reliability.
- Stayed abreast of latest system information, changes, and updates to remain well-informed and adaptable.

PHLO SYSTEMS

2021 – 2022

Social Media and Website Manager

Key Achievements:

- Spearheaded the design of a fully functional Wix website from inception for partner company: Chocomac.
- Increased audience engagement through the unique development of a cross-channel social media platform targeting diverse segments on Facebook, Instagram, and LinkedIn.
- Informed strategic decision making by attaining and delivering actionable insights and recommendations.
- Applied an excellent understanding of all social media platforms to tailor content to distinct audiences.

Responsibilities:

- Oversaw the production of captivating and high-quality visual content using Adobe Photoshop with the primary aim of enhancing brand visibility and appeal.
- Managed detailed content calendars to ensure regular publishing of relevant social media content as aligned with organisational goals and strategic objectives.
- Conducted in-depth research on sustainability topics to remain informed on latest developments and trends.
- Provided weekly social media performance measurements to uphold managerial expectation.

TESCO

2020

Customer Service Assistant

Key Achievements:

- Contributed to a significant increase in customer satisfaction by displaying an attentive and approachable manner.
- Elevated store sales and visual appeal by displaying products in an aesthetic and presentable manner.
- Attained a 100% compliance rate during regular inspections by promoting a safe working environment.
- Monitored and facilitated the effective implementation of key health & safety processes and procedures.

Responsibilities:

- Served hundreds of customers weekly, while handling cash and card payments with a keen eye to detail.
- Handled stock rotation to uphold a high standard of freshness, quality, and availability of products.
- Upheld a high standard of presentation, organisation, and cleanliness across the entire store.
- Maintained up-to-date knowledge of latest TESCO products, promotions, and general information.

Education, Qualifications and Training

Bachelor's Degree:	BSc (Hons) Computing and Information Systems <i>Portsmouth University</i> <i>Ongoing</i> <i>Notable Modules so far:</i> Communications Technology, Web Technologies, Software Engineering, Technologies in Practice, and Essential Mathematics
Certificate of Higher Education:	Computing and IT <i>The Open University</i> 2021
Access to Higher Education:	Biological Sciences <i>Stonebridge Associated Colleges</i> 2018

Voluntary Work

Project Coordinator & Researcher | *TES Youth* | 2024

References are available upon request
