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| I am an energetic and self-motived individual of whom is a recent HND Graduate who is looking to embrace a career within a customer support role.Equipped with a broad range of knowledge with Computers and Computer Technologies as well as proven Customer Skills and proficiency in the use with Information Technology Systems, as well as being highly capable of multitasking and adapting to the roles and situations of which I get placed within. I have experience of working as part of a team and being capable of working under my own incentive as well as unsupervised.Additionally, within my spare time I run and develop a range of websites and servers that provide services to both myself and others, these sites and servers have also created their own communities of which I have been part of their creation and management since the beginning. |

**Key Skills and Achievements**

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| * Computer literate - I have gained three formal qualifications based around ICT and computer use, been using computers throughout school and college, as well as my spare time.
* Engaged experience within the customer service industry - Formal qualification acquired in relation.
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| * Operate manufacturing machinery - through a varied range of cutting and production machinery within school, I was deemed able to use safely, unsupervised, thanks to the Design Technology course I undertook.
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| * Work without supervision - previous employment was unsupervised for regular periods of time.
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| * Sound Customer Service skills, gained while undergoing volunteer work and during a 1-year Apprenticeship at local Post Office, from this a qualification based around Customer Service was acquired
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| * Recently undergone a 2 Year HND Course aimed at Computing and Computer Systems Development with the future intent to continue on to gain a Degree within the area of Computing.
* Over the past 7 years I have also took up Web Development and Server Hosting as a hobby, which has brought around a range of various success with one of the sites I developed within my spare time becoming widely popular with an average user count of over 28 thousand.
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**Employment History**

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| 2013 - April 2014(Apprenticeship)2008 - 2011 | **Sandy Lane Post Office****59 Westgate, Skelmersdale, WN8 8LJ*** Cash and mail/parcel handling
* Tax document handling
* Retail handling and customer service

**Champion Distribution****Clare House, 166 Lord Street, Southport, PR9 0QA*** Newspaper and leaflet distribution
* Distribution and collection of Champion newspaper and leaflets for 220 houses around the local area.
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**Education History**

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| 2014 - May 20162013 - April 2014(Apprenticeship)2009 – 2011 | **Southport College, Southport*** HND Computing and Systems Development (Merit)

**Sandy Lane Post Office (via Pathway College)*** BTEC Customer Service Level

**Southport College, Southport*** BTEC National Diploma in Media Production

 (Course completed, achieved triple grade Merit Pass Pass)* Award in Functional Skills English QCF (Pass)
* Award in Functional Skills Mathematics QCF (Pass)
* Award in Functional Skills ICT QCF (Pass)
* Intermediate Certificate in Creative Craft (Pass)
 |
| 2005 – 2009 | **Ormskirk School, Ormskirk*** GCSE Art and Design (B),
* GCSE English Tier H (C)
* GCSE English Lit A Tier H (C)
* GCSE Religious Studies (C)
* GCSE History (C)
 | * GCSE Science (B)
* GCSE Additional Science (B)
* GCSE Math Linear Option H (C)
* GCSE Design Tech

 Graphic Products Tier H (A)* OCR National Level 2

 ICT (Pass) |

**Referees**

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