

CHRIS WILCOX

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SUMMARY

An enthusiastic and capable person with excellent communication skills. Experience in both team and individual working and the ability to adapt well to any situation. A trustworthy and hardworking individual who takes pride in all tasks undertaken. Willing to undertake further training to learn new skills. Experience in working with technology in a customer based role.

Awarded 1st Class Honours Degree July 5th 2013

KEY SKILLS

- Excellent problem solving skills
- Excellent customer service skills
- Ability to explain problems and find solutions quickly
- Ability to prioritise and meet deadlines
- Ability to offer a patient and methodical approach to any situation
- Ability to work both in a team and on own initiative

COMPUTER SKILLS

Networking

- Cisco (ACL, DHCP, NAT, VLAN, VTP)
- VLSM, CIDR, IP Addressing skills

Coding

- PHP, SQL Server, MySQL, jQuery, JavaScript, HTML, CSS

Software

- Microsoft Office (2003, 2010, 2013)
- Microsoft Expression Web

Operating Systems

- Windows XP, Vista, 7, 8
- Basic Linux (Kubuntu, Mandriva)

EXPERIENCE

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|-------------|--|
| 2014 – Date | First Line Analyst, <i>Kelway UK Ltd (Working on Premier Foods/HoVIS service desk)</i> <ul style="list-style-type: none">· Troubleshoot with end users· Log support calls in ITBM· Work with AD, Citrix, Webex, Logmein· Shadow users to fix issues |
| 2014 | IT Support Assistant, <i>TUK Systems Ltd (Contracted to Askham Care Homes)</i> <ul style="list-style-type: none">· Updated desktops & laptops· Installed Windows Server· Windows Networking· Installed NAS drives |
| 2013 - 2014 | TV Technical & Billing Support, <i>Firstsource Solutions Ltd (Outsourced to Sky TV)</i> <ul style="list-style-type: none">· Troubleshoot customer TV issues· Provided billing support· Provided customer service |
| 2008 – 2010 | Tier 1 Technical Support, <i>Teletech Holdings Ltd (Outsourced to Sly Broadband)</i> <ul style="list-style-type: none">· Troubleshoot customer broadband issues· Provided customer service |
| 2007 | Project Officer, <i>Fenland District Council</i> <ul style="list-style-type: none">· Mapped planning applications· General administration |

- 2006 Records Clerk, *Doncaster Metropolitan Borough Council*
- General administration
 - Provided customer service
- 2003 - 2006 Telesales & Customer Service Manager, *The Barton Meat Company*
- Managed a team of 6 people
 - Processed orders
 - Provided customer service
 - Point of contact for customer queries

EDUCATION

- 2010 - 2013 Computing & Information Systems, *Anglia Ruskin University*
- 2006 - 2007 Certificate in IT & Computing, *The Open University*
- 1996 - 1997 BTEC GNVQ IT (Distinction), *Gateshead College*