

# Gary White

## Helpdesk support

### AREAS OF EXPERTISE

*Customer Service*

*Root-cause analysis*

*LAN/WAN technologies*

*Technical support*

*Addressing customer issues*

*Customer satisfaction*

*SQL*

### PROFESSIONAL

*ITIL Foundation  
certificate holder*

### PERSONAL SKILLS

*Implement best practices*

*Professional telephone  
manner*

*Analyse problems*

### PERSONAL DETAILS

*Gary White  
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Coventry  
CV6 7RF*

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*DOB: 12/09/1985*

*Driving license: Yes*

*Nationality: British*

### PERSONAL SUMMARY

A well presented, well mannered and articulate helpdesk support professional with extensive experience of performing diagnostics and resolving a customers technical problems via telephone, e-mail and one to one. Having a proven track record of successfully finding the root causes of problems, resolving them or forwarding suggestions for improvements. A problem solver who enjoys a challenge and can work well under pressure and who possesses strong customer service skills, good communication skills and attention to detail.

Looking for a company which will challenge my problem solving skills and allow me to continue to develop my knowledge and potential.

### WORK EXPERIENCE

#### *Technology Networking Company – Coventry*

HELPDESK ANALYST      June 2008 - Present

Responsible for taking & logging incoming calls & providing efficient customer support for all 1st Line issues relating to Servers, Desktops, Laptops and peripherals. Supporting over 800 users & on average answering 40 IT calls a day.

#### *Duties:*

- Providing technical support over the phone to all IT users.
- Handling incoming incidents via the phone / e-mail promptly and effectively.
- Diagnosing and resolving a wide range of technical issues over the phone.
- Take ownership of a call and seeing it through to closure.
- Escalating calls and issues where necessary to senior managers & team leaders.
- Investigating and implementing ways of reducing calls to the Help Desk.
- Ensuring that all call details are captured and entered in the logging software.
- Updating support documentation.
- Answering & responding to all calls & requests within agreed time scales.
- Keeping customers updated as to progress.
- Provide troubleshooting and configuration support for client desktop and networking environment.

### KEY SKILLS AND COMPETENCIES

- A good working knowledge of all levels of helpdesk support.
- Excellent telephone manner and customer service skills.
- Able to diplomatically manage customer's expectation.
- Experience of setting up and maintaining hardware and software systems.
- Ability to work shifts and weekends - occasional overtime / overnight.
- Having the ability to listen to, understand and defuse difficult situations.
- Experience of working with CAFM systems & multi-line help desk systems.
- Knowledge of all Microsoft office applications and operating systems.

### ACADEMIC QUALIFICATIONS

BSc (Hons)      Computer science

*Nuneaton University      2005 - 2008*

A levels:      Maths (A) English (B) Technology (B) Science (C)  
*Coventry Central College      2003 - 2005*

REFERENCES – Available on request.

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