

Maxine Curry

IT Executive

Dayjob.com, The Big Peg, 120 Vyse Street, Birmingham B18 6NF
T: 0121 638 0026 – E: info@dayjob.com

PERSONAL SUMMARY

Maxine has an unyielding desire to achieve a high standard of work in everything that she does. She is an extremely confident, assertive and organised individual who has the ability to prioritise workloads to meet tight deadlines. In her current role she has gained a reputation for being an enthusiastic and engaging individual who can quickly transform the performance of any Information Technology department. On a personal level she has the ability to build positive individual relationships with key people. Right now she is looking for a suitable position with a company that is on the look-out for bringing genuine fresh talent into their workforce.



CAREER HISTORY

IT EXECUTIVE *Insurance Company, Coventry* Sep 2014 - Present

Responsible for ensuring being the first point of contact for all IT enquiries to the service desk, communicating effectively with customers to resolve as many calls as possible, and escalating others as required.

Duties:

- Following technical issues to ensure they are resolved in a timely manner and to the satisfaction of the caller.
- Providing operational support to internal departments and external suppliers as per precise business requirements.
- Organising and attending local and national events such as conferences, seminars, receptions & exhibitions.
- Using Microsoft Office packages, particularly Excel, PowerPoint and Word to produce clear and concise reports.
- Ensuring that all customer related company-wide filing systems & archive records are accurate and up to date.
- Gathering feedback from end users to identify key issues for future developments and training opportunities.
- Researching and compiling tailored monthly analytics and ad reports for all key stakeholders and senior managers.

EXECUTIVE *Marketing Company - Coventry* Jun 2012 - Sep 2014

TRAINEE MANAGER *Distribution Company - Leeds* Jan 2010 - Aug 2012

PROFESSIONAL SKILLS

Executive

- Can be a key motivator within a team setting and able to get colleagues to perform well above their average level.
- Problem solving by applying logical and lateral thinking to issues and then coming up with viable solutions.
- Good at building relationships across different levels and with people from all social or cultural backgrounds.
- Fluent in English & German and able to convey an articulate message's in both verbal, written and electronic form.
- Excellent communication skills and capable of effectively communicating complex concepts at all company levels.
- Can negotiate efficiently and able to manage people's expectations in any high pressure environments.

Personal

- Conducting herself in a professional manner & able to act as a perfect ambassador for any company she works for.
- Adhering at all times to the strictest interpretation of all relevant Codes of Practise and Professional Conduct.
- Adaptable by nature, flexible in her opinions and someone who is open to changing arrangements at short notice.

ACADEMIC QUALIFICATIONS

<i>South East University</i>	<i>2006 - 2009</i>	Business Management Degree
<i>North East College</i>	<i>2005 - 2006</i>	Diploma in Management
<i>Sparkbrook College</i>	<i>2004 - 2005</i>	Diploma in Business Administration
<i>Sparkbrook College</i>	<i>2004 - 2005</i>	Diploma in Marketing
<i>Coventry School</i>	<i>2000 - 2004</i>	A levels: Maths (A) English (B) Technology (B) Science

REFERENCES - Available on request



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