

Andrew Hope

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WELL THIS IS NEW; DOES THIS COUNT AS A COVER LETTER?

The whole point of this CV is so you can get a better picture of who I am and what I'm like as a person. There's only so much you know about someone when you get the information from recruiters, because it's limited and you are taxed for time. I have no idea if recruiters are even sending my details onto employers.

I feel a lot of recruiters may have potentially excluded me from roles as they feel I don't fit after their brief 30 second review or 2 minute conversation with me based on job spec sheets. Jobs advertised may be fake, or their ATS software isn't short listing me. I realistically have no way of knowing who is seeing my CV. The best results I've had were when I dealt with employers direct.

I'd rather provide you with this unique document so that you can form your own opinions about me. This is directly from the source. I'd rather someone took the time to find out more about me to determine if they want to employ me rather than waste my time whilst I look for jobs.

The point of this document is that I want to cut all the crap out, and get straight to the point. You clearly see there's something special about me and it interests you enough to find out more. Or you clearly think there's something wrong with me and you black list me from employment. Either way, it's a win for us all because nobody's time is wasted. The only risk to this is this CV coming across in the wrong way. However I'm prepared to take the risk, it only takes 1 employer

I'm not worried if people don't want to read a long CV. It would take someone who really appreciates honesty in a Business, or someone's who's like me as a person to consider reading all this. Most people just switch off after seeing the page count. I wrote it to expand on details surrounding my knowledge, experience and personality. Stay with me, English isn't a strong point.

I do apologise in advance for the length of it. I wrote it so anyone reading it can get a general idea of what I'm like to speak to and the type of person I really am. Consider this, how much do you respect honesty in your candidates or how many times have you actually heard the non bullshit answers during an Interview?

If you're the type of employer who would rather be lied to, or have someone kiss your arse then please don't bother contacting me. I don't have the time for you. I'm not here to boost your ego, or rattle off how much I've memorised about your business. I'm here to make you money

I'm not good when it comes to interviews. I'm not very good when it comes to STAR based questions or competency interviews, because I have trouble thinking of things on the spot when it comes to past experience. They are things I do on a daily basis, so don't commit them to memory.

I know I'm good at what I do because it shows in my previous appraisals. I always held amazing feedback and was "ready for promotion". If I wasn't capable of what I was doing then I wouldn't be receiving this type of feedback. Now, please have a read and make your decision at the end.

SUMMARIES

PROFESSIONAL SUMMARY

An efficient, organised and experienced Customer Service Administrator with over 15 years working experience achieving Customer Service to high-profile clients working in IT, Logistics and Warehousing. Using my skills and experience to obtain the results needed for my employers.

PROFESSIONAL INTEREST

I am happy with my current level of knowledge for the roles I've worked in and feel I can adapt to the roles I apply for if needed. I do however know that change is always needed, so I work towards further experience and self improvement to develop myself. This allows me to assist employers and increase the amount of transferable skills I have that allow me to not only be flexible in roles but add value to their business. The value I add to a business is what drives me; I don't care about position or promotion

PERSONAL INTEREST

Outside of work, my main passions focus on improving my technical knowledge/skills and working on my projects. I talk a lot more when it comes to these. This is why I come across as boring and anti-social to a lot of people; unless it's connected to my interests I'm not really interested. I have different priorities in life as they have an impact on humanity and problems. I want to contribute to their solution. I'm tech-savvy and love searching for results to complex problems. If I don't know something, I research it and force myself to learn to solve them.

I run, develop and maintain my own personal website (www.andrewhope.co.uk) which has grown over the years and currently averages 60,000 hits each month. The website initially started off as a platform for me to share technical articles on automotive repairs because I could never find the information I wanted when I searched for it. Over time, the website grew in popularity due to the quality of the information I provided. It has developed into a site where I use it to share my projects that I'm working on either as personal hobbies, or to improve the quality of life for people whilst gaining new knowledge.

Due to the time spent working on the website and writing the content; I've also learned strategies related to SEO and Content Marketing. Whilst gaining experience in writing my own "SOP" documents. I'd like to build it into an eCommerce platform to help fund my projects. I use the website to develop skills, experience and increasing my knowledge when it comes to web design.

As I use the platform for my projects, I'm writing content relating to them and knowledge I'm working on. This varies from time to time. The main projects I'm working on at the moment are related to Exoskeleton Technology, Drones, Automotive Technology and Prosthetics

After some self research, I have also implement a new learning method for myself, and using it to teach myself Foreign Languages with my own learning method, the end result of this being that I can improve my communication skills and attain new knowledge. I'm very much self-taught

HOBBIES

Most of the time is spent working on my projects, other than that, my hobbies are fairly common. I'm interested in things like Camping, Cinema, Swimming, Gym, PS4, Paintballing and Cars.

ABOUT ME

PERSONALITY

I'm an Introvert - this means I love working alone, and being left-alone. I'm more than capable of doing a job by myself, if you want me to do something for you. Give me the instruction, and then leave me to do it. If I'm unsure, or I need help, then I will ask. If not, it means I understand and you should leave me alone. I will complete it in the most efficient manner.

My preference would be working alone, although I don't have an issue with teams. I just prefer it that's all. My experience with working in teams is that people never stop talking and it interrupts your work a lot. If you want to stick me in with a large group, that's fine. I'm just the type of person who would rather have sound deadening headphones than listening to people talking all day long in an office and focussing on the tasks at hand.

I'm a natural researcher, analyst and idea generator. Send me down the rabbit hole, I'll find that information or research it. If you need ideas for a business plan, brain-storm with me and I'll help you generate them. This is because the way my mind works, I get lost in ideas. It's like a chain reaction, once I think of one thought. I start generating ideas based on that thought. I tend to let my brain process everything

I'm very perceptive, and able to see variables that others may miss. Which allows me to produce calculated risks and ideas or thoughts, you may only have considered one possible outcome. An introvert analyses all the variables, and come up with multiple potential outcomes or thoughts. This is good for contingency because it means when things inevitably go wrong (in business). I've already planned for it, which means that I can immediately adapt. Or the Business already has the information to come up with a solution ready for it if it happens. It is better to over-prepare than not prepare at all. I'm an INTJ in terms of personality. So great for analytical roles

I have developed a lot of patience over the years, so I'm very tolerant. However I do not appreciate people who waste my time for no reason, which means I'm the same. I do not waste others. If you hire me and ask me to be brutally honest with your about your business I will be. So be prepared for some answers you may not like.

I am completely aware this document shows that I come across as very ignorant and abrupt. To some degree, that's probably true. However there are two sides to every story, and this is my personality, anyone who's worked with me could change your opinion and would tell you I'm the type of person you need to hire on the spot because they've seen the good and bad side to me as they have worked with me so long. They know I'm true to my word

I take calculated risks, I will assess all the variables I have and then base my decision on that. I trust my gut instincts. As my choices in life and business have never worked out wrong, it may have seemed like the wrong decision to others or I at the time, but it proved to be right later. I have a natural survival instinct when it comes to Business so I know when I'm making the right moves.

JOBS

JOB INTERESTS

When it comes to jobs, I'm going to be realistic here. Nobody wants to work all their life, we work because we have bills to pay and want to enjoy their hobbies/interests/lifestyle.

Some people have a constant desire to work and can't switch off, but I can. I just want to make money to pay my bills and work on my projects / enjoy life. So I don't chase the salary, just a salary that is comfortable for me. My family and time will always be the most precious things to me; they are two things you can never get back. This is why I value my free time so much

If I can afford to "retire" young, I will, because I want to spend my time volunteering for causes I believe in and working full time on my projects.

I'd love to work full time for services like GNAAS (Great North Air Ambulance) and services like Mountain Rescue, because of their direct involvement with the communities and what they provide. This list isn't really extensive, just gauges we all have our own interests. An ideal job for me would actually be a Zookeeper, simply because I love animals

I'm not interested in jobs offered. I do not say this in a negative sense. My interests with your job align perfectly with your goals. By goals I mean, you want to make more money, and so do I. You want to be successful, and I want to get you there. When it comes to a job I work in, I'm behind you 100% to get you where you need to be and will commit to do what I can to get your results and help you however I can to get you there. It's just outside of work; my interests/projects are the one of the only things important to me. So when it comes to me, I want to go to work, do my job for the day. Then switch off, go home and work on what interests me. That's it.

I'm not particularly bothered about rewards (well unless it's money). However having some really good contract perks also works well, things like (Flexitime, Casual Dress, Holidays, etc). I've never felt comfortable with the idea of Sales/Commission based roles, unless it fits in with my personality. Introverts actually fit in well with Sales roles but I the idea of Sales (or Telesales) just makes me cringe. I get visions of me being that person everyone speaks to who won't take no for an answer because it's driven by the sale. So I'd hate to push that on someone else.

I've never actually worked in these roles though. So I am open to them, it's just I'd have to figure out a way so it aligns with my personality. My personal goals are to retire when I'm 40, or become financially secure by the time I reach this age and work on my retirement funds. Again this is so I have all the time to dedicate to my projects and my family.

I would love to work in Sectors that align with my interests Animals, R&D, Science, Tech, Forensic, Security, Space, Robotics, etc. I feel this is where I would shine and my true personality appears.

I'm an Aquarian, Science is in my nature – so I like getting involved in "Geeky" stuff or something I could do all day for fun. When it comes to jobs, NORMALLY, I need jobs that fit within my skill sets. So I apply for jobs that I can do, generally this is an Office Worker jobs, some form of Logistics Controller, Junior IT Support role because I can adapt to them instantly. I can't really apply for jobs I'd like to try, because it would require complete reskilling and years of study

MONEY

SALARY / JOB REQUIREMENTS

My job searches tend to focus in the immediate area where I live. I live in a small village, and without access to my car (Breakdown/MOT), I'm limited to Bus travel routes. I am more than prepared to travel however as this isn't a deciding factor to me because alternative methods are always available. It's just a preference to find somewhere close to home as I don't particularly like travelling to work. Usually you get stuck in traffic which I hate and waiting in traffic for 20 mins has the same negative effects as a pay decrease. I prefer being close to home because it's easier.

- Job areas preferably North East UK (Darlington, Middlesbrough, Durham, Sunderland, etc)
- I would **LOVE** a job where I can work from home full time
- Dayshift only (preferably) – I'm flexible to cover for other hours when required
- Travel – Open to it, as stated though. Prefer locally
- I am available immediately
- Salary wise: £21,000 - £30,000 (Previous role was £25-28k including overtime)

SOME REASONS WHY I MIGHT EXPECT MORE OR LESS MONEY

- Travelling distance, pretty obvious one. I have to fork out more for fuel and wear/tear on car
- Job Perks (See below for examples: you work harder/get less stressed when you're happier)
- Traffic jams – Waiting in traffic 2 hours per day, that's 520 hours per year I won't get back
- Pay rises – Obviously, I'd love a job that pays more than my last, but it's not a deciding factor

DISCUSSING JOBS WITH ME

- My time is valuable to me. Please don't waste mine as I don't want to waste yours
- If I ask you the salary scale please just be to the point and let me know what it is
- If my range is outside yours. Is your upper limit negotiable to work something out?
- Remember, I'm an investment, so don't think of paying cheap, think long term value I add
- I'm an honest person. I just want to be paid what I think is fair for me. I would just expect you to offer a fair amount based on my previous salaries/earnings and experience and that I could work towards this as a salary
- If jobs aren't in my range, or not viable. I will let you know. It's pointless me accepting a job, if financially it isn't viable for me to go to. You've respected me for my time, I'll respect yours. Our paths may cross again in the future where situations change

SOME JOB PERK EXAMPLES WHICH CAN HELP WITH WAGE NEGOTIATION

- | | |
|-----------------------|--|
| - Casual Dress | Yes, I'd rather wear Jeans + T-Shirt, comfort means a lot to me |
| - Holidays | Extra ones, or able to Buy/Sell for example |
| - Sick Pay | Enhanced over SSP for example |
| - Pension | Final salary / Salary Sacrifice / Enhanced pension schemes |
| - Flexitime | Working from Home/Reduced working hours or days |

I will note a comment however; **DO NOT** offer me a "perk" in an attempt to lower my starting wage, if it's something your company already has. If I find this out (and I will), you will have zero loyalty from me for fundamentally breaking my trust and I'll seek employment elsewhere. I'm only suggesting these because money isn't everything to me in a job. So I'm open to alternatives, but doing this action to me says one thing to me. You're not the kind of employer I want to work with

EMPLOYMENT HISTORY (DETAILED)

EMPLOYER	Vantec Europe Limited
JOB TITLE	Customer Service Administrator
DATES EMPLOYED	July 2011 – April 2020
REASON FOR LEAVING	Various. I've been wanting to change for a while as I have doubts about the companies long term stability

JOB SUMMARY

This role I worked in a 3-person team covering Customer Service Support to Nissan across a 24x7 rotational shift pattern (Sunday 20:45 – Friday 23:10). We were the key contact points for all enquiries from Nissan with the Warehouse. This included the Logistics Department, Parts Controllers, Customs and Suppliers.

The daily role was heavily admin based because it involved a lot of coordination and organisation to function efficiently. It would involve receiving vehicle delivery information, and have to schedule it into the Warehouse. Adjusting the schedule as needed, and coordinating it with the receiving departments. The role required investigations into stock and troubleshooting issues with receiving. Additionally within the role, we would report the current status of the Warehouse to Nissan via 2-hourly KPI Metrics which were used to monitor the performance of the Business with the Customer.

When I received queries and complaints from the Customer, these were handled in person, through email and the telephone. We would assist with issues relating to Nissan stock, and allocating it inside the Warehouse. Providing System Support to the various departments and interacting with drivers from various suppliers across the word. I also assisted this role due to my knowledge, so I would frequently provide guidance and training

Due to the nature of the role, and the client it was linked to. This job required coping in an environment that was fast-paced, constantly changing at short notice and highly stressful.

Key Achievements

- I developed and created my own tool in Microsoft Access. It worked by importing .CSV files, and then running a report and outputting the data from the file into a job list for another department. This simplified their task, because it reduced the training required to create a job list, and also speeded up the process.
- Reviewed business expenses from Companies House and Internal Newsletters, then identified a solution and provided a cost saving suggestion with potential savings of £500k to £2.5m over a 5 year period if implemented
- Researched and developed a solution with Citrix portal closing on a key press. It was making the job slower and less efficient
- Gave system support in transitioning the Warehouses and carrying out Warehouse moves.
- Created various log files and monitoring methods which simplified the process of tracking deliveries and stock (Airfreight, Query Areas)

EMPLOYER	DHL Exel Supply Chain
JOB TITLE	Customer Service Administrator
DATES EMPLOYED	August 2010 – July 2011
REASON FOR LEAVING	My employment was TUPE transferred to Vantec

JOB SUMMARY

This role was the same role as above and exactly the same job function. I would regularly issue out KPI metrics which were used by Nissan to monitor the Warehouse performance to make sure they were on target. We would issue out stores utilisation reports and handle customer service

Key Achievements

- I researched, designed and created my own Macro to speed up a processing task on the mainframe. This reduced data entry errors, and also speeded up processing time from 15 minutes to 1 minute, as serials no longer needed manually inputting.
- Identified an inefficient storage method for archive paperwork. Developed a simplified solution that made storing and tracking the paperwork easier but made the whole process faster. This assisted with finding data for customs audits, information retrieval and investigations.

EMPLOYER	DLC Training
JOB TITLE	Data Input Operator
DATES EMPLOYED	May 2010 – June 2010
REASON FOR LEAVING	Personal reasons

JOB SUMMARY

This role was obviously short-term, so I can't comment much about it. I was tasked with cleaning up data that was submitted via an online form about courses for Distance Learning.

The IT Engineer within the business was designing a PHP database, so they needed someone to tidy up all the data. There wasn't really much to do. I used formulas within Microsoft Excel as a quick way of finding duplicate data. I then just deleted it out, applied formatting to the cells to tidy them up and keep them all one specific format and template design.

EMPLOYER	Faculty of Business and Law – Sunderland University
JOB TITLE	Desktop Support Technician
DATES EMPLOYED	January 2009 – October 2009
REASON FOR LEAVING	End of contract (initially 4 weeks)

JOB SUMMARY

I was initially hired to support the Desktop Technician team (3 People) as an assistant with IT Support. Floor walking the building and helping the Faculty members with computer issues, and relieving the workload of the main support technician as he was working on the server for the new computer domain

This role was very independent, I would frequently go around the building by myself, fixing issues related to the infrastructure, or software used. General maintenance and ad-hoc tasks too like fixing printer jams, photocopier problems, printing issues because of faulty network connections or jet direct cards. I also did a weekly disposal of secure documents with "Shred-IT" and was given my own (small) budget for ordering equipment/supplies I felt we needed as technicians

This job focussed on customer service, and required me to focus on working under pressure and being able to adapt to challenging situations that were stressful. Nothing adds stress like a broken computer half way through a lecture with 100+ people all watching you.

When I wasn't doing any support in this role, I was undertaking my own duties ad-hoc to improve the building and carried out maintenance within the building. Some of these involved fixing the Audio Visual equipment in rooms, I repaired network connections, mapped out network ports under the floors in rooms and replaced faulty equipment that I had found whilst doing my basic floor walking (under desk power strips connected to bus bars for example).

My daily role in this job also meant I was carrying out backup duties with rotating the tapes in an Autoloader, and carrying out incremental backups using a Tape Drive for an in-house client (Integra) as their equipment was located in our server room when they relocated their building.

Key Achievements

- Imaged, migrated and deployed approximately 150 new computers onto domain
- Refreshed images on 100+ Faculty computers with latest software for builds
- Migrated the server room equipment with other technicians
- Provided support with a Faculty event. I was to attend a location as an IT Technician in the event support was needed. I felt no preparation was made, so after discussing with the Supervisor. I took equipment I felt would be needed (Whiteboards, Projectors, Cables) for example to support the event. It was the right call to make as when I got to the event it turned out that no equipment had been taken or supplied. I unloaded all the supplies from my vehicle prior to the event and set it all up. Everything went off without a hitch
- Became a local expert at troubleshooting in-house client software, I had no prior knowledge on it. I learned the software through speaking to the staff, and the helpline for the software. Once I had learned it, I understood how it worked and was able to troubleshoot its functionality so frequently found myself fixing problems with it.

EMPLOYER	EDS (Electronic Data Systems)
JOB TITLE	IT Helpdesk Agent
DATES EMPLOYED	May 2002 – October 2008
REASON FOR LEAVING	Voluntary redundancy

JOB SUMMARY

This role was my first full time job after leaving the YTS scheme.

The job was based around an IT Helpdesk. I would receive inbound calls from people on the helpdesk (Corporate Clients, not public). The call would be logged on the Helpdesk call logging system, and we would take essential details for the computers being worked on.

Once we took the details for the problems, we would attempt to resolve them. This would involve talking the user through the problem, logging onto their computer remotely or looking up internal fixes on the EKMS. The helpdesk had an aim to achieve a high First-Time-Fix rate as part of their Service Level Agreement. So we focussed a lot on technical resolution before passing on the helpdesk case if we couldn't fix it.

My time in the job role progressed and I was recognised as an experienced agent, my duties and responsibilities changed. I carried out 3 roles on a day to day basis....

- Senior Agent (Resolving more technical issues, peer mentoring, and training new staff)
- Problem Manager (I oversaw severe outages on the Helpdesk)
- Server Monitoring (I was tasked with keeping an eye on critical services)

Key Achievements

- Contributed several articles with fixes on to Internal Knowledgebase (EKMS)
- Experienced agent responsible for training people and resolving complex issues
- Problem Manager responsibilities looked after company wide outages

EMPLOYER	Northern Training Trust Ltd
JOB TITLE	Youth Trainee Scheme (similar to Modern Apprenticeship)
DATES EMPLOYED	July 2000 – May 2002
REASON FOR LEAVING	I secured a full time job at 18 years old so left for employment

JOB SUMMARY

This role was considered at the time a Youth Trainee Scheme. I left school at 16 after obtaining my GCSE results and signed up with the supplier. The purpose of the role was to experience working in real life working environments and develop knowledge. I attended "placements" which were companies where I could gain knowledge. I've listed these placements below and a brief summary of each role. The rest of the time I was "in-house" awaiting placements

Easington County Council [July 2001 – October 2001]

In this role, I worked alongside the CAD technician in the building. I was reviewing the technical drawings for houses and properties within the area, and had to amend the information to match current designs and information. It required attention to detail to ensure the information was accurate and up to date.

USG Ltd (UK) [May 2001 – July 2001]

I worked under the two CAD technicians within the building as an assistant, following CAD drawings and schematics to create CAD images. These were to be used to create construction parts for their DonnDX connection system. I had to be precise with the drawings as they would be used for schematics. Additionally in this role I carried out basic administrative tasks, and used a Franking machine for processing outbound mail

Caterpillar Peterlee Limited [November 2000 – January 2001]

This placement I worked alongside the IT Team with another student. We followed a build script which involved installation of a slave hard disk, configuration of the boot order in the BIOS and then deploying a computer image onto the computers via Norton Ghost. Once the builds were deployed, the computers were migrated onto the domain and installed in the building

Peterlee Call Centre [July 2000 – October 2000]

The call centre was a training environment for people wanting to use computers and phones. I assisted training them; I also was the local in-house technician fixing the computers and acted as the receptionist handling enquiries via telephone

QUALIFICATIONS

CERTIFICATIONS

I actually hold very few certifications, because I've been in full-time work pretty much since I left school, so I never really attained any formal qualifications as such. I've started attaining more and more of these recently as I feel they will benefit my career. Here are the ones I have to date and the future ones I'm looking at inline with my career / interests.

CURRENT CERTIFICATES

- [2020] **SAGE 50 Accounts** – CPD Computerised Accounts Level 1 (Distinction)
- [2020] **SAGE 50 Accounts** – CPD Computerised Accounts Level 2 (High Distinction)
- [2020] **SAGE 50 Accounts** – CPD Computerised Accounts Level 3 (Distinction)
- [2010] CIEH Health & Safety in the Workplace Level 2
- [2010] City & Guilds Level 1 Certificate for IT Users (ITQ)
- [2010] City & Guilds Level 2 Certificate for IT Users (ITQ)
- [2002] City & Guilds Three-Dimensional Design Level 2 using AutoCAD
- [2001] City & Guilds Computer Aided Draughting and Design using AutoCAD

CURRENTLY STUDYING / AWAITING ASSESSMENTS

- Lean Management Level 2 [Finished, awaiting marking]
- Principles of Business Administration Level 2 [Passed 2020, needs external mark]

FURTHER DEVELOPMENT

[Studying / Certifications I'm considering next or interest me for personal reasons]

- Sage Payroll
- First Aider
- Fire Marshall
- IOSH
- Automotive Electronics
- Automotive Repair
- Electronics
- Fork Lift (Reach Truck / Counter Balance)
- British Sign Language
- Electronics Engineering
- Biomechanical Engineering
- Scientific Engineering
- Forensic Analysis

SKILLSETS

SKILLS

Hard to list my skills really, as I'm not very good when it comes to selling me as a person; here are some common traits I have which I feel can give you an insight into me.

- Touch Typist Normal speed usually around 90-110wpm
- Highly efficient I find the fastest way to complete tasks given
- Relationship Building People naturally get drawn to my warm nature
- Technically Savvy I learn technology fast
- Inquisitive I'm very curious, which means I'm great for finding problems
- Time Keeping I'm very punctual and prefer to arrive early
- Dependable I'm a solid worker, with low absence / sick rate
- Organisation I'm happy working alone and can prioritise my workload
- Adaptive If there's a new problem, I find a new solution
- Leadership I've done low level leadership roles and mentoring
- Empathy One of my strengths, I can connect with people
- Stress/Pressure Dealing with outages and major incidents don't bother me

STRENGTHS AND WEAKNESSES

Strengths

- Responsibility I will admit when I'm wrong, and rectify it and own up
- Perception I have a great sense of self-awareness and my surroundings
- Attention to detail I'm weird like that, I find odd little errors because they stand out
- Efficiency I will find a way to solve a problem or improve it
- Baking Who doesn't love a good chocolate cake? I bring the morale

Weaknesses

- English Grammar Not my strong point when it comes to use of punctuation.
- Talkative My mind can drift a lot, you just need to tell me to shush
- Confidence Sometimes I'm blinded by my own doubts
- Learning Style I can't learn unless I "teach" myself. I'm a Kinaesthetic Learner
- Marmite I'm pretty much a person you either love or hate

HIRING THOUGHTS

WHY YOU SHOULD HIRE ME

- I'm someone who adds value to a Business, with the knowledge I possess, and the experience I can give to you and what I can bring in
- My interests completely align with yours to make you succeed
- I have a strong sense of Integrity, Ethics and Morality
- I'm not going to massage your ego. You're employing me for my skills and knowledge so your business makes more money, or becomes more successful. Not to kiss your ass
- My experience is all gained on the job. I've worked in high-stress, high-pressure environments. Not only does this mean I'm a reliable worker. This means I've proven at coping with difficult situations, and able to adapt to new situations
- I'm still in touch with previous colleagues and employers. Clearly if nobody liked me I'd have few friends or people that want to speak to me
- Make use of my oddness, you want to find ways to save money. Or generate new Business. Give me unrestricted access to everything - financials, company goals, information, your problems, etc. Leave me to investigate and I'll figure out what is and isn't working. I love digging for information, and breaking it down. I'll crunch the numbers, ask the questions and find the answers. I'm great when it comes to analysis and research because I look into everything and constantly question it
- You enjoy the passion I have behind my projects or what they stand for

WHY YOU SHOULDN'T HIRE ME

- If you're looking for someone who is willing to work for the lowest possible price. I won't, I have bills to pay to and the wages I seek are not extortionate. They're proportional to the average salary for the roles I'm looking for in this area, and they take into account the experience I possess. If you want someone else willing to work for dirt cheap, then look elsewhere. I have standards, and you're investing into me as an asset into your Business. If you think I'll accept a role that's blatantly low I'll consider it an insult
- You think I'm a pushover. Being quiet doesn't mean I don't have a voice. I'm just a very relaxed and easy going person. You will find out though, introverts have explosive tempers, because we tolerate a lot before we get annoyed. I'm not scared when it comes to speaking my mind
- You're manipulative. I'm very perceptive, and work people out fast and what their true nature or personality is. Being a strong listener is a blessing and a curse. It means I pick up on a lot of things. This means I know who I can trust, and who not to, which means I have already worked out who the two-faced people are, the back stabbers, the brown noses in a company.

SOFTWARE AND EXPERIENCE

The following is more of a general note of Technologies, Methods and Software that I've had exposure to. Some of my knowledge is basic, whereas some is advanced where I feel comfortable working with them. They're just here to give a general overview

MICROSOFT PACKAGES

- Microsoft Word | Microsoft Excel | Microsoft PowerPoint | Microsoft Access
- Microsoft Windows 95 to Windows 10
- Microsoft Windows Server 2003

HARDWARE SUPPORT AND KNOWLEDGE

- Printers (Installation, Configuration, Jet Direct Cards, Toner Replacement, Jams)
- Xerox MFD (Jams, Configuration, Troubleshooting)
- Scanners (Software Support, Installation)
- Motorola RDT (Configuration, Troubleshooting, Practical Use)
- Label Printer (Intermec PX4i – Troubleshooting)
- Audio / Video (Plasma Computers, Projectors, Room Audio, Polycom)
- Desktop / Laptop (Troubleshooting, Cleaning, Software Support)

WEB RELATED

- HTML | CSS | MySQL | PHP | Dreamweaver |
- SEO | Content Marketing | Amazon Affiliates | Google AdSense | eBay Partner Network
- Bing | Google Search Console | Google Analytics | Google Tag Manager

EMAIL

- Lotus Notes | Microsoft Outlook | Mozilla Thunderbird

USER ADMINISTRATION & SUPPORT

- Active Directory | Novell | User Manager
- Tivoli | Dameware | MSTSC | Teamviewer | Valiant | TSADMIN

TELECOMMS & COMMUNICATION

- Aspect | Winset | Avaya | VOIP | Blackberry BES
- VDSL | ADSL | Wireless | Dial-Up

OFFICE ADMINISTRATION

- I have covered various aspects of the tasks associated with Office Administration duties; Mail, Telephones, Filing, Copying and Faxing. I have no experience working as a PA

SOFTWARE

- AutoCAD 14 | AutoCAD 16 | DrafixCAD

PROCESSES

- 5S
- Lean Management

MISCELLANEOUS

Just random other stuff I couldn't think where else to put

OTHER

- British citizen, born in the UK, so can work anywhere in UK or EU where applicable
- I have a driving license with my own vehicle (3 points for speeding in 2015)
- I have a Basic DBS certificate (09/04/20) and happy to undertake further as desired

REFERENCES

My references are confidential. However I'm happy to supply them upon request if you are interested in employing me. Also please note, I will not supply references if you are not local to me, unless you can justify why I should provide you with them. My references are for the purpose of job applications in my immediate area to verify the type of person I am to work with and confirm this document.

HERE'S A QUOKKA



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