Emmanuel

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# PERSONAL PROFILE

I am a dedicated professional that combines an eye for detail with strong skills in administration. I am also a proficient communicator, both verbally and in writing, with the ability to liaise effectively with customers and colleagues alike. I have a calm, friendly and empathising personality that allows me to provide excellent customer resolution skills.I work well on my own initiative whilst demonstrating the organisation and prioritisation required achieving tight deadlines.

# EDUCATION

June 2013 **University of West England (UWE) Bristol** Bristol, UK

 *Bachelor of Laws (LLB) in Law (2:1)*

June 2009 **Westminster Kingsway College** London, UK

 *Access to Law*

June 1998 **Meadway Comprehensive School** Reading, UK

 *GCSEs incl. English & Mathematics*

# EXPERIENCE

June 2017-Current **Hutchison 3G UK (Project People).** Reading, UK

## *Service Desk Analyst*

* Facilitating the resolution of incidents through careful initial diagnostics and the timely assignment of tickets to the relevant resolving groups.
* Providing a prompt and professional response to all enquiries (calls, tickets and emails).
* Managing escalations as per SOPs, including to Incident and Problem Managers as necessary.
* Performing impact analysis on all Incidents and Service Requests with the relevant priority.
* Assisting as well as supporting the co-ordination of planned outages with other Operations groups.
* Providing device testing/fault replication support for voice and data services.
* Assist in ensuring operational teams adhere to Three’s quality standards within the IT Service Management toolset.

August 2014-June**Babcock International Ltd.** Chippenham, UK

## *Administrator/ Project Coordinator*

* Providing administrative support to assessors, verifiers and learners to ensure an efficient operation of activities.
* Ensuring that the Management Information System (MAYTAS) is maintained in a timely and accurate manner.
* Ensuring that accurate records and data are maintained in line with contractual statutory and company obligations, and are compliant with quality procedures and standards.
* Preparing, reviewing and providing monthly reports to assist managers as well as relevant members of staff.
* Updating, amending and producing documentation including course portfolios.
* Providing on-site training support to new employees at relevant sites.
* Creating and updating records for organisations, clients and trainees.

July 2013 – July 2014**St.GilesHotel** London, UK

## *Sales/ Project Coordinator*

* Providing primary sales support to all direct/indirect sales enquiries.
* Assisting with all the administrative requirements associated with sales.
* Producing, understanding, reviewing and presenting all sales analytical reports.
* Preparing and reviewing the monthly sales report with the sales manager.
* Coordinate sales promotion to target all markets.
* Ensuring signatures and file management of executed contacts.
* Working with the sales manager to track the renewal of all contracts.
* Assisting with any sales presentations or ‘Request for Proposal’ documentation.
* Researching local markets and liaising all new leads to the sales manager.
* Conducting sales and conference show rounds.

June 2009 – August 2010**Rural Payments Agency (Project People)** Reading, UK

## *Administrator/Customer Services (Generic Software Consultants)*

* Assuming a renewing contract role at Rural Payments Agency with responsibility for providing a high quality administrative support service in a specially created project.
* Initially working as part of a team tasked with handling and resolving high volume of customer queries in a prompt and appropriate manner.
* Escalation of technical issues to relevant teams.
* Supporting the managers with any additional ad hoc queries, including an internal work-flow process as well as an internal manual for completing in-house queries.
* Ultimately providing a supervisorial role as one of the initial team of seven to assist in the training and teaching of new employees as the specified project was expanded and required over sixty new staff for completion.

February 2007–September 2008**Thames Water** Reading, UK

## *Administrative Assistant (Select Appointments)*

* Undertaking a part-time temporary contract at Thames Water with responsibility for providing a high quality administrative support service.

November 2003 – January 2008**Maxim Integrated Products Ltd, UK** Wokingham, UK

## *Administrative Assistant/Customer Service*

* Commencing employment as a Warehouse Assistant in a temporary capacity before being offered a permanent position in the office environment.
* Working as part of a European Samples team tasked with providing a prompt and appropriate response to high volume phone calls and e-mails from customers.
* Utilising previous experience working in the UK warehouse to facilitate the resolution of any enquiries that may arise in conjunction with the current warehouse staff.
* Providing a professional first point of contact for customers and visitors to the reception desk and dealing with general enquiries.
* Additionally, responsible for the supervision of other members of staff to ensure that they fulfil their job roles in accordance with deadlines and objectives.

# ACTIVITIES& HOBBIES

* My sporting interests include tennis, football and running.
* I am a keen community advocate (if this can be classed as an activity).
	+ Former member of twocommunity associations within my surrounding area (CPCA & CPTRA).
	+ Former volunteer at another local community association (Southcote Community Association).
	+ Former Volunteer at CIRDIC homeless centre.

# REFERENCES AVALABLE UPON REQUEST