

Elleanor Glover – Technical Team Leader

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My multiple roles within varying industries have allowed me to further my ability to adapt to change and successfully work within various environments. I am a motivated, adaptable, competent team player with the ability to succeed in customer service within lots of different sectors. I am confident and comfortable in my ability to take charge and work alone. Having been fortunate enough to grow up in the beauty business and learn from personal experience, I have the ability to take initiative.

Within my recent years of working in IT my technical skills and data information have improved massively. I am a very focused and hands-on individual; I enjoy working manually as much as I do remotely. I am currently studying to complete a (BSc) in Computing with Electronic Engineering through Open University. I am also completing smaller courses (i.e Ethical hacking, Azure, Python classes), to further my career. Recently I gained the AWS CCP certification and I am studying towards the AWS SSA03. Every Tuesday evening I commute to my local college and study towards a CCNA01-03 course-based certification.

I enjoy giving back to the community and have started volunteering at Gwyrch Castle's conservation and repair project.

Krystal, Remote

June 2023 - Present, Technical Support Agent

I This is my current place of employment. At Krystal I am working with more virtualization and different types of Web Servers. I am working towards my CCNA 02 and AWS SAA, whilst gaining more hands on experience with a wider variety of technologies.

Acquired Skills

1. Litespeed.
2. Website optimization.
3. Katapult virtualization.

Hosting UK, iomart, St Asaph, Denbighshire

Sept 2018 – June 2023 Technical Team Leader

I started this employment as a 1st Line Engineer to a 2nd Line Engineer and finished as a Technical Team Leader. This is where I have developed most of my IT helpdesk skills. My days varied as I worked between customer problems to internal work. I primarily troubleshooted server and site issues.

I have a lot of experience in working with non-technical customers to help set them up on their email clients and their hosting packages. I regularly deal with any security complaints and installation of security software on the servers. The help desk is split across several departments and platforms which means I am confident in navigating across varying platforms. Recently I have begun handling more internal tasks, creating and pushing forward internal projects within the team. As well as collecting monthly work statistics.

Acquired Skills

1. Out-of-hours duty phone.
2. Cloud server experience.
4. 1st - 2nd Line technical support.
5. Email, LiveChat, Support ticket handling & phone support experience.
6. Data input and software use e.g Microsoft Office, WHMCS
7. Analysing information and attention to detail.
8. Computer proficiency, including Linux, Windows, Office 365 & Other Microsoft products.
9. Telephone & email communication skills.
10. Administrative writing skills.
11. Customer focus and services.
12. Skilled in manual labour, and installation of server hardware.
13. Communication skills.
14. Sales skills.
15. Server management.
16. Network remote-in.
17. Time-keeping and efficiency.
18. OS installations including Windows Server 2012-2016 & Linux.

19. DNS & Protocols knowledge.
20. Plesk & cPanel maintenance experience.
21. Completed Data Centre moves.
22. Abuse complaints, including investigating the complaint.
23. Data Centre experience.
24. cPanel certification.
25. Experience with IP/DNS systems on a daily basis.
26. Experience with varying OS Systems.
27. Experience with troubleshooting computer systems including OS, software & email clients.
28. Internal Knowledge Base article creation.
29. Project management.
30. People management.
31. Monthly Staff Meetings.
32. Employee Progression mapping.
33. Statistic collecting on staff tasks and goals.
34. Customer Service Management.

Mill Computer Care, Tweedmill, St Asaph

May 2017 – May 2018

IT Technician Apprentice

I applied for this apprenticeship as I was looking to learn a trade that I would find exciting and full of learning opportunities. My typical day would consist of troubleshooting customers' machines or setting up new iPads to be sold on. I also spent some time working on projects around the building and helping wire up new devices to be used. I also assisted customers set up their email clients.

Acquired Skills

1. Data input and software use e.g Microsoft Office, Paragon.
2. Analysing information and attention to detail.
3. Marketing knowledge.
4. Telephone skills.
5. Administrative writing skills.
6. Customer focus and services.
7. Skilled manual labour.
8. Communication skills.
9. Stock order and check.
10. Security camera checks.
11. General computer fixes around the Tweedmill.
12. Sales skills.
13. Hardware troubleshooting.
14. Software troubleshooting.

BetFred, Bangor, Gwynedd, Wales

January 2017-February 2017

Cashier 1

I enjoyed this role as it allowed me to build customer relationships. This job involved a heavy amount of mathematical skill and till handling. I was not able to stay in this role due to moving to a new location and there being no placements available at my new location.

Acquired Skills

1. Data input and Microsoft Office skills.
2. Analysing information and attention to detail.
3. Verbal and written communication skills.
4. Intermediate mathematical skills.
5. Marketing knowledge.
6. Computer proficiency.
7. Independence.

Shop floor assistant – Till operative

This was my first job role and was an important first step towards developing some basic customer-facing skills. I worked directly under the Floor Manager. This role also required me to organise and clean the shop floor as well as approach customers to give some proactive support.

Acquired Skills

1. Excellent Customer focus and services.
2. People and communication skills.
3. Sales skills.
4. Proactive.
5. Active Learning.
6. Productivity.
7. Organisation.
8. Money and till handling.
9. Cleanliness.

Education

Eirias High School. Colwyn Bay, Conwy, Wales

September 2007 - June 2012

Completed Leaving Certificate with:

A* - Art

B - English Lit & Fashion and textiles

C – Physics, Chemistry, Biology, Welsh, English Language.

3x Passes- ICT

1x Distinction – ICT

D – Additional Science

Coleg Llandrillo. Rhos-On-Sea, Conwy, Wales

June 2017 – June 2019

City & Guilds Level 2 – Essential Digital Literacy Skills Controlled Task and Structured Discussion

½ BTEC Level 3 – Art & Design

BTEC Level 3 Diploma in Professional Competence for IT and Telecoms Professionals:

Health & Safety in IT,

Develop own effectiveness and Professionalism,

Customer Care in ICT,

Technical Fault Diagnosis,

Remote Support for Products and Services,

Security of ICT Systems,

Technical Advice and Guidance.

BTEC Level 3 Diploma in ICT Systems and Principles:

Supporting Organisations with IT,

Communication and Employability Skills for IT,

Computer Systems,

Computer Networks.

Other Qualifications

AWS Certified Cloud Practitioner - November 2022

Part-time Bachelor of Computing with Electronic Engineering (Honours) – Currently studying.

Includes a variety of topics, Python, Cisco, Engineering Mathematics, Project management, Word of IT, etc.

Ethical Hacking course - Studying in my spare time.

CCNA - Starting part-time in January 2023.

Key Skills

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| <ul style="list-style-type: none">• Confident, polite and articulate communicator with high priority towards the best customer service.• Very adaptable with the ability to work well within contrasting environments.• Highly motivated and forward-thinking, always looking to learn more.• Confident in using Microsoft programs. Word, Office etc.• Able to calmly and efficiently carry out tasks and defuse situations with the correct solution.• Enthusiastic team player but also confident with independence. |
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References

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