

David Moylan

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SUMMARY OF QUALIFICATIONS

With my excellent communication and interpersonal skills I am able to relate well to people on all levels presenting a professional manner and an excellent level of customer support at all times. I am computer literate with an aptitude for problem solving to which I apply a systematic and methodical approach. I am a warm caring person who is loyal and would always go and extra mile for someone with a keen willingness to learn new skills. I work well within teams and can also be trusted to complete assignments on my own using my initiative. I am trustworthy and self motivated person, with innovative qualities and an ability to absorb knowledge fast.

EDUCATION & TRAINING

2009 – 2014

Kingston University, Kingston upon Thames, Surrey, KT1 2EE

Computer Science & Network Communications bsc(h) 4 yrs + year 0

03-98 - 09-98

Computer International, Computer International, Liverpool City Centre

NVQ level 1&2 Use & Support Information Technology

PROFESSIONAL EXPERIENCE

06-2014– Current

Staxoweb Supply Services LTD, Parkshot House 5 Kew Road, Richmond, London, TW9 2PR

Senior 2nd Line Support

- Senior 2nd line technical engineer for busy IT Solution Company based on Richmond Bridge in London.
- I have been lucky to be one of the initial staff members who has helped to form and mould the company since it started.
- My job role has been flexible and varied according to company needs.
- Multi skilled across all systems with flexibility across all three departments Web Development, Infrastructure & Telecoms.
- I have the opportunity to train and develop staff members as well as teach two apprentices
- I have a little project management and team management experience

10-2012 – 06-2013

Wifinity, Unit 14, Kingsmill Business Park, Chapel Mill Road Kingston Upon Thames KT1 3GZ

1st line support

- First point of contact in a small ISP, responsible for diagnosing and troubleshooting connection faults.
- Performed diagnostics and troubleshooting of connection issues, creation of help desk tickets, and escalation of tickets to other departments.
- Responsible for opening the office in the morning and locking the office at night

2010- 2014

Secretary of Kingston University Computer Geeks Society

Secretary of www.kucgs.com

- Provide both clerical and administrative support to the president and vice president (Now Directors of Staxoweb Supply Services LTD)
- A wide variety of software packages for various tasks in this role
- Assist the President and Vice President with input into the decision making processes that affect the society as a whole.
- My role involves word processing, copy typing, and letter writing, as well as dealing with member enquiries via various communication methods.
- Attend meetings, take minutes and keep notes of the events and happenings within the society.
- Also act as an events co-ordinator so part of duties involve thinking of both in-house, and external events.
- I also act as a class helper in the Microsoft MCIP Server 2008 Course and am a Joint Course leader for the Introduction to Network Security.

06-08- 09-09

Pell and Bales , Drapers Court Kingston Hall Road Kingston - KT1 2BQ

Charity Fundraiser

- Raising funds from existing supporters to increase their regular gift offer.
- Fundraising for Sight savers international, NSPCC, Christian Aid and other charities.
- Role was focused on objection handling by using very positive language to overcome common objections in a target driven environment. Fast paced automatic dialer system – ability to work under pressure while keeping positive & self motivate following objections Excellent Customer Service & Conversational Skills required.

09-06- 05-08

Various Agency Roles

Customer Service

- Spectrum UK Incoming customer service inquires/complaints relating to sky TV installations some troubleshooting required for faults with Sky Boxes.
- Interval International making bookings on a timeshare exchange system for member's owning time share weeks. This role was very focused on up selling other products.
- The Ion Group Inbound Customer Service Advisor booking test drives and brochures for Land Rover as well as appointment setting for special events.

01-05- 08-06

The Listening Company, Oriel House, 26 The Quadrant, Richmond, Surrey, TW9 1DL

Customer Service Inbound & Outbound

- Inbound & Outbound Customer Service appointment setting for test drives in the Volkswagen range.
- Working within a small team of agents to strict targets, so the ability to priorities workloads was an essential skill in order to meet performance based targets.
- Having quality discussions with clients asking questions about new technologies introduced in updated models of the Volkswagen car range.