

Jonathan Pallant

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As an experienced member of both the helpdesk and desktop environments my abilities will be of great value in achieving your goals. Customers will be impressed by my desire to provide excellent customer service, my technical knowledge and problem solving abilities.

I enjoy working alone without support however I also enjoy the challenge of working as a member of a team. My attitude is customer focused and my communication skills are excellent. I am a very technical person who works best when challenged and I enjoy nothing more than learning new skills. For example I recently constructed my own domain environment at home in order to teach myself more about Windows Server 2003

Key Skills

Customer service orientated	Windows Server 2003
Polite phone manner	(general helpdesk and home domain)
excellent problem solving skills	Microsoft office (XP and 2007)
Windows XP	outlook/exchange
Windows Vista	blackberry/mobile messaging

Experience

EDP Deployment Engineer – Pragma / Talisman

August 2009 - Present

- Responsible for deploying Windows Vista in a live corporate environment with minimal disruption
- Ensuring users have appropriate knowledge of Windows Vista
- To refurbish hardware and build machines to Windows Vista including cleaning, upgrading hardware and fault diagnoses
- Provide ongoing support for hardware and Windows Vista issues

References

Tricia MacPhail
tmacphail@talisman-energy.com
01224 352563

Wendy Marr
wendy.marr@pragma.co.uk
01224 611028

Senior Service Support Analyst - AMEC Service Support Centre (EMEA)

March 2006 – June 2009

- Responsibility to be a point of contact for all technical support queries and issues raised by AMEC personnel
- To ensure that all of the queries and issues are dealt with promptly and efficiently while providing excellent customer service
- Use technical skills in order to resolve at least 60% of incidents raised by AMEC personnel at front line
- To train and develop other members of the SSC in order to improve the SSC as a whole

References

Caren Gardiner
caren.gardiner@amec.com
01224 291094

Angela Williamson
angela.williamson@amec.com
01224 291680

General Assistant – Spar (CJ Lang and Sons), Ashgrove

June 2004 – March 2006

The responsibilities of a general assistant include, serving the public, stocking shelves and ensuring that the store is kept clean and presentable.

Service Desk Operator – AMEC

June 2003 – August 2003

Responsibilities included fixing small problems which did not require an onsite visit and configuring new user accounts and setting up e-mail accounts.

Sales Assistant – Game Stores Ltd, Union St

Oct 2002 – June 2003

As a sales assistant I was expected to serve the public and assist with any queries or problems they had. I was also expected to sell hardware units and keep the store clean and tidy.

Café Operator – Abacos web café

June 2002 - Oct 2002

I was responsible for the day to day well being of both customers and the web café's computer equipment, fixing problems with both the client and server computers.

Qualifications

- ITIL Foundation
- Full clean UK Driving License
- Highers: Computing Studies(C), Technological Studies(C), Physics(C), Mathematics(D), Economics(D), Graphic Communication(D), at Ellon Academy 1998-99
- Standard grades: Computing Studies(2), Physics(1), Graphic Communication(2), Mathematics(3), Technological Studies(2), Economics(2), English(3), German(3), at Ellon Academy 1996-97

Interests

Film and TV, Motorsport, Airsoft (similar to paintball) and woodworking, I self build most of my own furniture. Technical staff for GREMLan and LANARKI lan party events.