

# Daniel Metcalfe

Reference: 044156

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## Summary

Daniel is a highly regarded desktop support professional. He has achieved excellent results in his recent examinations at the Institute, and is experienced in his field. A strong candidate that will be an asset to any organisation.

Daniel is looking for a senior desktop support role in a large Corporate Organisation with the view of career progression and long-term growth.

- Availability:** Now
- Preferences:** Full Time / Contract
- Languages:** English, German, Polish and French

## Skills

- ServiceNow
- Zendesk
- Analytical Skills
- Microsoft Windows 10 & 11
- Desktop Hardware
- JIRA
- Microsoft Office Suite

## Work Experience

### Desktop Support Supervisor [Tang Computing, Wembley, UK]

Oct 2019 - Dec 2021

At Tang Computing, Daniel assumed responsibility of all Desktop issues encountered by Tang's local customer base. He was instrumental in establishing the ServiceNow Logging Platform which led to his colleagues nominating him for the prestigious IEP Customer Service Excellence Award.

#### Job Responsibilities:

- Monthly Reporting to the Executive Team
- Supervisor to the 3-5 person Desktop Support Team
- Overseeing the logging of all Support Tickets in ServiceNow
- Assisting with the resolution of the more complex desktop issues

## Customer Service Officer

Feb 2018 - Sep 2019

[Argos, Wembley, UK]

After successfully completing his A levels, Daniel accepted an internship at Argo's busy 24|7 Computer Service Centre where he assisted their corporate clients with a wide range of software and hardware issues.

### Job Responsibilities:

- General Customer Service: via phone and in person at client sites
- Resolution of hardware and general OS issues
- Sales of computers and accessories

## Education

### Diploma of Desktop Support

Dec 2021

[ADTR Institute, South Kensington, UK]

### A-Levels x 3

Nov 2017

[Wembley High Technology College, Wembley, UK]

## Achievements & Awards

### IT Customer Service Excellence Award

Nov 2021

[Institute of Employability Professionals, London, UK]

### Physics Olympiad - Commendation

Sep 2017

[British Physics Olympiad, Oxford, UK]

### Student Councillor

2016 - 2017

[Wembley High Technology College, Wembley, UK]