

Glen Bullivant

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PERSONAL PROFILE

I am a highly motivated customer service team leader and I have a passion for maintaining the highest standards of customer service. Able to communicate at all levels including escalated contacts, I take ownership of a situation and see it through to resolution.

Studying alongside full-time work, I have a proven willingness to learn and an excellent work ethic. My enthusiasm, energy and adaptability has allowed me to work successfully within a busy and challenging environment where I particularly enjoy solving problems and finding ways to improve efficiency.

KEY SKILLS

Effective communication:

- Able to handle contacts at all levels including escalated contacts.
- Capable of holding difficult conversations with staff and customers.
- Excellent written skills and the ability to produce clear, structured written work.
- Strong mathematics and logic skills.
- Skilled at explaining complex systems to a general audience

Time-management and planning:

- Experience in a busy contact centre enables me to quickly reassess priorities according to demand.
- Ability to identify when and where delegation is appropriate and beneficial.
- Being directly responsible for over 30 members of staff, proper planning for feedback and development of those staff is necessary to keep ahead.
- Self-accountability.

Technologies and specific knowledge:

- MS SharePoint as a means of raising and completing work tickets.
- MS Dynamics and Dynamics 365 CRM solution.
- Some programming knowledge including Python, Java, SQL, HTML and CSS.
- In-depth understanding of the GDPR and PCI DSS regulations
- Interpreting data and presenting data to non-technical staff and the public.

EDUCATIONAL QUALIFICATIONS

Currently Studying BSc (Hons) Computing & IT **The Open University**

Expected Completion: 2021 Expected grade: 1:1 or 2:1

2019–2020 Diploma of Higher Education, Computing & IT **The Open University**

- Java programming: **Distinction**
- Algorithms, data structures and computability
- Web Technologies: **Distinction**
- IT Service Management and Project Management (ITIL)

2017–2019 Certificate of Higher Education, Computing & IT **The Open University**

Modules included

- Essential Mathematics
- Introduction to Python

2004-2005 NVQ 3 Machine Printing **Leeds College of Technology**

1995-2000 11 GCSE's including English, Maths and Science at Grade C and above **Abbey Grange, Leeds**

CAREER HISTORY

2019- Present Technical Helpdesk Analyst **Vision Health/Cegedim**
Providing IT technical support to users of Vision software, troubleshooting and performing upgrades and fixes as necessary.

2016-2019 Information Advisor, promoted to Team Leader **Journeycall Ltd**
Managing a team of advisors in a busy contact centre. Mentoring, developing staff, all aspects of HR from interviews to disciplinary, management reports.

2012-2016 Document Collector **Self Employed**
Accurately completing documentation with people in their homes and returning to the client.

2010-2012 Window Cleaner **Self Employed**
Started a window cleaning business and grew it to support 4 members of staff. All tasks such as accounts, payments, canvassing and cleaning.

2007-2010 Digital Print Operator **Next Plc**
2004-2007 Lithographic Printer **Polestar Petty Leeds Ltd**
2000-2004 Design Room/Office Assistant **Karate-Kid Ltd**

ADDITIONAL INFORMATION

- Additional training in first line people management and mental health awareness at Dundee & Angus College 2019
- Full, clean driving licence and access to my own vehicle
- Eclectic mix of hobbies, including PC gaming, playing guitar, and flying racing drones!