**PHILIP WOOLDRIDGE**

12A Church Road, Teddington, Middlesex, TW11 8PB

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p1w@sdf-eu.org

**PROFILE:**

Professional, enthusiastic and self-motivated individual with experience in a variety of customer service and support roles, now looking for a role which also incorporates a strong practical focus. Confident to take on new challenges and able to adapt to change. Quick to learn with a can-do attitude and positive approach to tasks. Able to work independently and use my own initiative but equally enjoy being part of a team.

**KEY SKILLS:**

Customer Service

I have excellent communication skills and I am dedicated to maintaining a high level of customer service. I am confident dealing with customers face to face, via the telephone or by email and experienced in handling customer enquiries and complaints. I am able to build relationships with internal and external customers. I actively listen to my customers to ensure that I respond to their needs and deal with them with in professional and sensitive manner.

Practical Skills

I have strong practical skills. In my professional experience I have been responsible for repairing and maintaining equipment. I enjoy practical tasks and in my free time I have undertaken a number of projects including building my own bike and making a digital picture frame. I'm methodical and logical in my approach to tasks and quick to learn new techniques.

Problem Solving

I have demonstrated in my professional experience the ability to quickly diagnose problems. I am solution focused and take the initiative to resolve a problem. I take a creative approach to identifying solutions. I constantly seek to improve processes and ways of working.

**QUALIFICATIONS:**

* Red Hat Certified Technician (2010)
* Microsoft Certified Desktop Support Technician (2009)
* Diploma of Higher Education in Software Engineering (HND equivalence) at University of Tees side (2003).
* A-Levels: Physics [C], Maths [D], Design & Technology [C], General Studies [B]; 10 GCSEs A-C, including Maths and English.

**WORK EXPERIENCE:**

**Red Hat - Linux Desktop Specialist. May 2010 – June 2011**

Supporting customers with a wide range of IT issues. Responsible for hardware procurement for offices across Europe.

**Self Employed IT Support. April 2009 – April 2010**

Providing IT support to clients including small businesses, freelancers and home PC users.

**Triangle Solutions - IT Support Officer. October 2008 – March 2009**

Providing network, software and hardware support.

**Travelling abroad. May 2007 – May 2008**

**North Yorkshire Police – IT Support Officer. January 2006 – April 2007**

IT support in large office and police control room.

**Inland Revenue – Telephone Adviser. November 2003 – December 2005**

Answering over 250 calls per week, dealing with enquiries, claim updates and complaints.

**BtExacT (BT Research) – Software Developer. June 2001 – August 2002**

**Nokia – Industrial Placement, Finland. February 1998 - May 1998**

**INTERESTS:**

Cycling. Crosswords. Camping. Music. Films. Cookery.

References available on request.