# Experience

## Fix It First December 2019 – Present Day

* Repairing washing machines, tumble dryers, dishwashers and cookers in customer homes
* Diagnosing faults, testing components and problem solving.
* Advising customers, explaining problems and finding solutions to fit customer requirements.
* Using testing equipment, reading schematic drawings, using various tools and equipment.
* Working in line with current health and safety regulations.
* Organising and stock taking Van parts.

## Sertronics November 2017 – December 2019

* Multi-brand repairs on white goods including; Washing machines, tumble dryers, electric cookers, dishwashers and 1st line refrigeration.
* Working on behalf of Domestic and General Insurance, Beko, Hoover Candy, LG and Samsung
* Diagnosing faults, fitting parts, component testing and general problem solving.
* Advising customers, booking appointments and providing excellent customer service.
* Working in line with current health and safety regulations.
* Being part of a large team and supporting other team members when necessary.
* Using various Skyline for appointment management and Pulse for stock control on company tablet.

## DCM March 2016 – November 2017

* Repairing washing machines, tumble dryers, dishwashers and cookers in customer homes
* Diagnosing faults, testing components and problem solving.
* Advising customers, explaining problems and finding solutions to fit customer requirements.
* Using testing equipment, reading schematic drawings, using various tools and equipment.
* Working in line with current health and safety regulations.
* Organising and stock taking Van parts.

## Maples Community Housing – Maintenance Supervisor May 2007 – March 2016

* Overseeing a team of maintenance operatives within a mental health housing company
* Installing, testing and repairing white goods, computers and cctv equipment
* Writing risk assessments due to nature of client base
* Organising health and safety meetings and fire safety drills
* General office work including use of Excel, Word, Windows and Apple systems.

## Telewest Communications / Virgin Media – Installation engineer September 2000 - May 2007

* Installation of and telephone services
* Broadband internet installation and repair
* Dealing with customer enquiries and faults
* Supporting colleagues with issues and assisting when required

Crown Leisure – Service engineer May 1994 – September 2000

* Repairing fruit machines, jukeboxes and pool tables
* Fault finding and replacing components
* Liasing with operations team for logistic purposes
* Driving all over the South-West with company vehicle

# Education

## Northallerton Grammar School 1985 - 1990

GCSE Maths grade B

GCSE English grade C

GCSE Science grade C

GCSE CDR grade C

GCSE IT grade C

**Harrogate College of Arts & Technology (HCAT) 1990 – 1992**

Btec 1st Diploma in Engineering Pass

Btec 1st Diploma in Business & Finance Pass

# Training

10/02/2016 Domestic appliance repair – Dixon Training, Barnsley

15/06/2018 Liebherr Refrigeration training – Liebherr, Peterborough

**Hobbies and Interests**

* Spending time with my family
* Boxing and Brazilian Jiu Jitsu
* Running
* Reading
* Playing the guitar
* Music Production