

LUKE HENDERSON | STUDENT

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Summary

Enthusiastic Business Management student with a fresh innovative mind, who enjoys solving complex problems and is willing to put the extra mile in to help exceed expectations. I showed these qualities at AkzoNobel Ashington where we used Kaizen thinking to continuously improve on certain aspects in the factory to help us break the global record for the most paint produced in one week. I am also currently working at TotallyGroup as an IT Service Administrator however have been trained in and moved to the first line on the IT Service Desk where I use my professional customer service and problem solving experience to keep callers happy and to fix their issues while on the phone to them in the most efficient way. Also, in my own time I am part of a gaming organization, where I edit videos and take part in team competitions placed over many months where our team posts content and is one of the largest remaining teams in the community.

Experience

- **AkzoNobel Ashington** [Production Operator] - [Ashington Site] - [June - September 2020]
- **AkzoNobel Ashington** [Work Exp /w IT Team] - [Ashington Site] - [June 2019]
- **Forum Family Practice** [Admin] - [Cramlington FFP GP] - [March 2019 - November 2022]
- **Forum Family Practice** [Flu Clinic] - [Cramlington FFP GP] - [September 2021 - November 2021]
- **TotallyGroup PLC** [IT Service Desk] - [Vocare House] - [November 2021 - Ongoing]
- **Newcastle United FC** [Turnstile Operator] - [St.James' Park] - [December 2023 - Ongoing]

Education

- **North East Futures UTC [GCSE's]:** Maths 7, English language 6, English Literature 5, Biology 7, Physics 6, Chemistry 8, Computer science 7, Geography 6.
- **North East Futures UTC [Other]:** OCR Cambridge National Certificate Merit at level 2 for Health and Social Care.
- **Newcastle SFC [A Levels]:** Geography B, Business A and Economics C.
- **Northumbria University [Undergraduate Degree]:** Moving onto the 2nd year of my four year Business Management degree.

Skills

- **Communication/Teamwork** - I demonstrated this in the AkzoNobel lab where we had to work as a team and agree on who should perform which tasks in the team so that we could

keep up with the testing schedule. Also, I was in regular communication with other areas of the plant so they knew our progress and when batches would be released for filling.

- **Problem-Solving** - In AkzoNobel we also used agreed problem solving techniques to identify any issues found in the lab or in production, identify the root cause and work towards a countermeasure to fix the problem. I also demonstrated a large amount of problem solving at Totally Group where I would have to debug internet, computer and peripheral issues so that the doctors and 111 callers could continue to operate smoothly.
- **Computing** - I have a good understanding of computer hardware and software. I have used complex software for both the doctors surgery and the factory to record and input data. I have also gained key knowledge on the domains, VPN and our specialized software at Totally Group to keep up with the issues user's were calling us with.
- **Efficiently Accurate** - At the doctors surgery I have to use a scanner to input very sensitive paperwork or letters onto our patient's files ensuring I have not missed any data or used the wrong dates. At the factory I was responsible for using numerous lab instruments and systems to analyze batches of paint, record the results accurately, ensure the the results met specification, passing the paint ready for filling. Mistakes in any of these areas could lead to scrapped batches and have significant cost implications.
- **Customer Service** - Having worked both with members of the public at the Flu Clinic / Newcastle United and with internal customers at Totally Group. I have learned the importance of putting the customer first and how to interact with customers to keep them calm and happy with their service. Furthermore, I have developed a professional phone etiquette while working with the internal customers on the service desk queue, this means the customers are much more confident when speaking to me about their issues and they are always much happier once we have fixed their problem.
- **Trainer Skills** - Due to a high turnover of staff on the IT service desk at Totally Group I have been working alongside the team leader to shadow and train the new starters, making sure I am patient, clear and courteous when communicating and teaching them the new systems.

Emails for References

Shirley Spoors, Production Manager, Akzonobel

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Mick Cook, Group IM&T Head of Service Delivery, Totally Group

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