

## Lynn Wilson

Home Address:

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### PROFILE

Five years' technical and customer service experience in the provisioning of first to second line support. A self-motivated, polite and hard working individual, who works effectively both within a team and individually on own initiative. A well presented team player that is willing to listen and take advice and comments on board.

### ACHIEVEMENTS

- » Provided one to one and classroom based training for a number of associates and contractors throughout W L Gore Worldwide, using webinars.
- » Formed and lead a Global Technology Educational Team, creating several online web tutorials and interactive web pages.
- » Managed a Business to Customer relations project throughout the UK and Europe, to develop relationship strategies.
- » Created and implemented a desktop logging system primarily using Microsoft Outlook
- » Increased customer's awareness to IT tutorials by creating an IT News blog articles and sending bulletin emails.

### Customer Service management:

- » Increased awareness to customers of the benefits of the corporate service, IT.
- » Implemented and agreed customer Service Level Agreements (SLA's)
- » Direct sales and demonstrations to customers encouraging the benefit of products by Hewlett Packard, Compaq and L'Oreal throughout the UK
- » Encouraged and motivated the Information Technology Assistance Centre team through a customer service tutorial
- » Troubleshooting and logging customer's technology issues via phone and email, using an IT service desk management system.

### Team work/Organisational Improvement:

- » Improved communication between functional teams by introducing a Change Advisory Board (CAB)
- » Improved quality of customer service by maintaining good communication between teams and Business Leaders by using effective marketing tools, such as one day seminars with the teams and business leaders.

## CAREER HISTORY

W L Gore and Associates UK - Glasgow, Scotland Information Technology (IT) Assistance Centre Associate	2006 to present
Bowie Castlebank - Glasgow, Scotland IT Service desk Analyst	2004 - 2006
Mitel Networks UK - Glasgow, Scotland IT Engineer	October 2003 November 2004
Iobion Informatics - Toronto, Canada Software Tester Public Relations (PR)/Office Manager	2002 - 2003
Brook Street Temping Agency- Glasgow, Scotland PR and Administration - Temporary contracts	2003 - 2006
Morris Furniture - Glasgow, Scotland Junior Graphic Designer	2000 - 2002

## PROFESSIONAL QUALIFICATIONS

ITIL (Information Technology Infrastructure Library) Service Desk management Foundation Level  
ITIL Service Desk/Incident Management Practitioner Level  
TEFL (Teach English as a Foreign Language) 40 hour course with 'Grammar Awareness' module

## EDUCATION

Masters of Science in Business Information Technology Systems  
Strathclyde University - Business School

Bachelor of Science in Applied Graphics Technology  
Glasgow Caledonian University

College of Building and Printing  
Higher National Diploma in Graphic Design

## PERSONAL INTERESTS

To keep fit and to socialise with friends, I joined a Touch Rugby (Football) team. I now play in a league and have travelled around Europe playing in Tournaments. I also played in a representative team for Scotland. I currently hold a Level One European Touch Referee qualification and am looking to improve to a level two within the year. I am also heavily involved with the Glasgow Touch Association working committee, where we have organised hosting the Home Nations which was held in Glasgow, on the 8<sup>th</sup> of August 2009. I have taken part in several 10K runs and completed my first Triathlon early last year.

I have a keen interest in languages and in 2007 I attended Glasgow University night class in level one Italian and beginning to learn Mandarin using a computer based program.