



Full Name

Town Address

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Linked-In Profile – Make sure that this is also up to date

Personal statement

This section should be tailored for the role in which you are applying for.

E.G.

A conscientious and professional personal assistant with extensive experience in administration, PA and secretarial roles, currently seeking a new position as an Executive PA. A highly organised and efficient individual, whose thorough and precise approach to projects has yielded excellent results. Recent achievements with my current employer include the implementation of an innovative new filing and indexing system.

Key Skills

- Microsoft Dynamics AX 2009 (backend user support) – 3 years +
- Active Directory/Domain services 2003/2008/2012(R2).
- Exchange Server 2007/2010/2013 Administration.
- Hyper-V – virtual environment Install, monitoring, Replication, migration and maintenance – 2.5years
- Excellent knowledge of Remote Desktop Services Platform (server 2008/2012)
- VMware (ESXi 5,5.5,6)– Virtual Platform builds, configuration, maintenance and troubleshooting
- Local, cluster and cloud backups with backup exec (Symantec), windows server backup, carbonite, Microsoft Azure Cloud backup
- Strong knowledge of VOIP systems setup and installations (3cx -Polycom, Snom, Avaya, Fanvil etc)- 8 years +
- Working knowledge Citrix XenApp – single user interface HDX protocol
- Ticketing/call logging system management (Layton, ServiceDesk etc.)
- Strong knowledge of TCP/IP protocol and network implementation (firewall / Router configurations, WIFI Solutions, TCP/IP Protocols, Natting, Routing/firewall policies, maintenance, patching/upgrades.)
- Extensive Knowledge of office 365 products, administration and user support – (mailbox migrations, AD integrations, upgrades, licensing and support.)
- Strong knowledge of MDM applications, deployment and maintenance

Employment History

Start with you most recent / current role.

(April 2011 – Present)

2nd / 3rd Line IT Helpdesk Technician, Company Name, Location

- Imaging of PC's and Laptops.
- Migration of PC's and Systems.
- 2nd/3rd Line support.



- Support ticket management.
- Support junior/new members of the team.
- Small and large Office Migrations including hardware and software migrations.
- Deploying laptops, Desktops and phones as part of an ongoing IT refresh plan, Troubleshooting the new ICT equipment, Fault resolution and handling and escalate if needed.
- Operational work, changing backup tapes and arranging for offsite storage.

June 2010 – April 2011

Front of House Receptionist, Company Name, Location

- Presenting a professional and friendly first impression of the firm to all visitors and clients
- Managing incoming phone calls and mail
- Organising stationery orders and liaising with suppliers to meet business requests
- Replenishing and restocking the bar, always ensuring high level of stock management efficiency
- Also assumed the role of fire/health and safety officer for the entire office staff

October 2007 – May 2010

Secretary, Company Name, Location

- Maintaining and organising the company filing system
- Answering incoming calls
- Typing all necessary documents and correspondence as required
- Printing any supplementary notes as required
- Running professional errands

Education

September 2004 – June 2006

College/School Name

A-levels:

- General Studies – B
- English – C
- Mathematics – C

September 1998 – June 2004

School Name

10 GCSEs, grade A-C, including Maths and English

Hobbies & Interests



I am involved in a local amateur dramatics society, where I volunteer as a lighting and sound technician. I have been involved with this society for three years and very much enjoy being part of the team. More recently, I assumed the role of Stage Manager for a two week production and relished the chance to take control of performances and react to a high-pressure environment.