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| NickPhillips |  www.linkedin.com/in/nstphillips/07753609322 | nstphillips@outlook.com  |
| With over 10 years of experience in the IT industry and 5 years in management, bringing a wealth of expertise to the Service Desk environment. Excelling in training and mentoring junior staff, managing critical IT service incidents and requests, handling escalations, and creating comprehensive documentation for both internal and customer use. Extremely customer service driven and have experience developing QA processes to improve service experience.  |
| ExperienceService Desk ManagerUniversity of Exeter | Exeter, Devon JUL 2022 – Sept 2024* Management responsibility for 15 IT analysts
* Reduced Average Call waiting times by 20%, with a 30% increase in calls offered year on year
* Developed a QA process to improve customer service and reduce contact handling times.
* Attending CAB, assessing impact of changes and highlighting to rest of the business what impact it might have on the Service Desk.
* Providing in person and virtual training to staff members for new services or policies.
* Service Management, prioritising incoming workloads via priority and escalating calls where necessary to appropriate teams.
* Responsible for recruiting new hires into the team from assessing CV, interviewing to negotiating contract offers.
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| Senior IT Service DEsk AnalystUniversity of Exeter | Exeter, Devon Jul 2022 – Jun 2023Working in a team of 15 as a Senior Service Desk analyst, responsible for coaching developing and mentoring 3 junior staff as well as answering escalations, liaising with 2nd and 3rd line teams to resolve non-standard requests and faults.* Line managing 3 junior staff members – responsible for training, coaching, personal development reviews, absence management
* Providing in person and virtual training to staff members for new services or policies.
* Handling escalated incidents & requests. Working with 2nd and 3rd line teams to resolve issues.
* Leading team meetings and attending department meetings in the absence of the Service Desk manager
* Assist Service Desk Manager in recruiting new hires
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| Service Desk AnalystUniversity of Exeter | Exeter, Devon OCT 2018 – SEPT 2019 * Deliver First line support to all staff and students at the UoE. Handling 20+ calls and 20+ support tickets per day
* Develop KB articles for internal and customer facing use. 200k views for whole site and top article having 15k views this year
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| Technical Support analystKCOM Ltd | Exeter, Devon May 2016 – Oct 2018* 1st line support for all residential, business and Enterprise customers, supporting anything from an ADSL line up to a Managed WAN.
* Supporting 2nd line with server patching and out of hours monitoring
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| Customer Support AnalystUniversity of Exeter | Exeter, Devon May 2014 – May 2016 * Helping with billing queries, new sales, and order processing
* Enjoyed matching customers with best bundled package to save them money
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| Education**Open University, BA/BSC Honours Open degree**Sept 2012 - 2018**Exeter College, Access to H.E**Sept 2005 – July 2006A Levels in English Literature, Psychology, Statistics |
| Skills  |
| * Customer Service, continual improvement
* Team Leadership, coaching, motivation
* KB content creation/documentation
 | * Troubleshooting Win10/11 M365 issues from a 1st line perspective.
* Remote Support
* ITIL 4 Foundation (expired)
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| current self development areas |
| * Microsoft365 administration Intermediate
* Intune and device management
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## Interests

* **Reading – Fiction and non-fiction. Favourite book - Beloved Richard Powers
Guitar – Acoustic and electric. Favourite band Mastodon**
* **Golf (18Hcap) – Terrible hacker but try and get out most weekends.**
* **Guilty pleasure – Listening to Taylor Swift (favourite song Anti-Hero)**

Full Driving Licence