

MILES GRAHAM – CURRICULUM VITAE

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Profile:

Highly motivated individual with excellent IT, sales, design and office management experience. Excellent communicator face-to-face, by phone and email. Proven track record in achieving sales targets in technology companies such as BT, and in people and project management.

High level of computer literacy with extensive knowledge of packages, platforms and programming techniques; broad Internet skill set: HTML, CSS; Photoshop, Illustrator.

Self-motivated, reliable and conscientious; outgoing and able to get on with colleagues and customers. Adaptable to new and changing environments; honest and trustworthy, good-humoured, keen to learn.

Career:

Freelance Website Developer ClearCube Design (ClearCube.co.uk) 2011 – present.

Virtual assistant and IT support to several small local businesses.

Switchboard Operator / Medicines Co-ordinator (NHS, Canterbury) Mar2017 - Apr2018

Prescriptions Ordering Direct (POD) Inbound calls for repeat prescription ordering. Use Vision / EMIS medicine ordering systems. Assist patients with new ordering service. Liaise with Doctors and medical staff to fulfil orders. Paging and Critical Calls

1st Line Support / Call Center Operations (Go Response, Sittingbourne) Mar2015 - Mar2017

1st Line Support for Call Center Operations and Late Night Support for a multinational Email Service Provider (Adestra). Maintaining PCs and office hardware. Managing user accounts: Windows, Exchange, Cirrus Agent and Call Scriptor. Managing support tickets. Answering enquiries and questions, processing orders, handling complaints, troubleshooting problems and providing information. Making outbound calls, logging support calls.

Fraud/Disputes Administrator (First Data International, Basildon) Oct2014 – Mar2015

Financial Contact Centre, Cardholder Services Fraud/Disputes. Duties included: Making decisions within established guidelines to document and process case as fraud or dispute. Evaluate the work case and process chargebacks and make account adjustments. Document and memo workcase and account management software.

IT Service Desk Analyst (Chelsea FC, Stamford Bridge, London) Feb2012 – Oct2012

Duties included: 1st line telephone support, resolving IT issues using remote access and logging calls to technicians and contractors. Used: Support Works, Net Op, Active Directory, Exchange Console, VM Ware, BlackBerry Enterprise Server & Interact (Intranet).

Office Administrator (Ann Sacks: Chelsea Harbour Design Centre, London) Jul2011 – Jan2012

Duties included: Answering the telephone, emails, meeting and greeting clients. General office administration. Sample fulfilment.

Temporary Office Manager (Battersea Fields Residents Organisation, London) Apr2011 – Jun2011

Duties included: Issuing Repair and Inspection orders, arranging appointments for residents, providing monitoring and feedback on progress of repairs, answering incoming telephone calls and general emails, maintaining a confidential filing system and ensuring up-to-date maintenance of tenancy and leasehold files.

Facilities / Reception (Etc Venues, London) Jan10 – Dec11

Worked at a number of Etc Venues including:

Dexter House (Reception), Moorgate (Facilities/Reception), Bonhill House (Reception & Assistant

Event Coordinator).

Freelance Business Development, Sales and Design (Bath/London) Apr2008 – Jan2010

DeepBlueSky.com: introduced the company to Media/PR companies to form partner relationships.

Outscope: sales duties included cold calling new customers and servicing existing client base.

Freelance Web & Graphic Design (Bath) Jul2001 – Apr2008

Projects included posters for local theatre companies – won Rose Bowl best publicity category 2003/4 (www.milesbetterposters.co.uk) Hosted and managed a variety of websites for local businesses and directory websites for tourists. Portfolio: www.clearcube.co.uk

Website Updates Management (Open World Ltd, Bath) Aug1999 - Jul2001

Managed international website developers and programming teams: UK (9), USA (1) and Singapore (2), maintaining over 200 hotel and resort websites. Clients included Bass Hotels and Resorts, Hyatt, Orient Express.

Designed, built and maintained the Open World intranet.

Team Leader / Campaign Administrator (BT, Bristol) Mar1998 – Aug1999

Call centre supervisor, managing desk-based Account Handlers, responsible for 3 sectors of BT Corporate Clients. Campaign administrator for CRM sales software from Siebel Systems.

Held regular meetings on product briefings, training workshops and individual personal development sessions.

Worked to, consistently achieved and often surpassed, target requirements and compiled regular management reports.

Telesales Executive (BT, Bristol) Apr1996 - Mar1998

Sold voice & data solutions, ranging from simple services to complex systems with multiple ISDN channels and medium-sized switchboards. Dealt with customers ranging from director-level decision-makers to executive-level decision-influencers.

Worked to, and consistently achieved and often surpassed, target requirements set for the department.

PC Retail / Commercial Sales, Microwise Ltd, Bristol. Jun1994 – Apr1996

Education:

1993-1995 University of the West of England, Bristol Computer Science (HND)

1992-1993 Soundwell College, Bristol IT & Computer Science (Foundation)

1990-1991 North Oxfordshire College, Banbury Psychology (A-Level)

1989-1990 Nene College, Northampton Air Conditioning (City & Guilds: Levels 1-2)

1986-1989 Oxford Technical College Mechanical Engineering (City & Guilds: Levels 1-4)

Personal Interests:

Art, music, theatre, cinema, creative writing, life drawing, photography.

Racket sports, mountain biking and running (completed 3 half marathons for charity since March 2001)

References:

Toby Lesater (Iron Wharf)

Luke Tate (NHS POD Manager)

Jason Ramsden (IT Infrastructure & Support Manager) GoResponse Ltd

Chelsea FC (HR Department)

Lisa Mercer (Brook Street, Putney) Chelsea Placements

Ben Austwick - Estate Manager, Battersea Fields

Hayley Banks - Operations Manager, Etc Venues, Bonhill

Jim Morrison – Deep Blue Sky