

Daniel Grant
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Personal Profile

I have an open and a focused mind and I am a passionate person. I like to take all points of view into consideration before making a final decision. I like to learn about human behaviour and I'm fascinated by the mind of others. I learn quickly and can adapt to different settings. I believe in always working to become a better communicator, constantly absorbing and learning new ways on how to handle all types of people. I also can work as part of a team or unsupervised.

Education and Qualifications

School Blessed John Roche 6 GCSEs Grades A-C

Personal Fitness Qualifications / Experience

Competed for Cricklefield Athletics Club from 2005 to 2007
Level 1 Boxing / Kickboxing Coaching - Pad Work (Thump Organisation)
Level 2 Fitness Instructor – Completed October 2016
Level 3 Personal Trainer – Completed October 2016
Voluntarily helped out at Luv 2 Dance Studio – 2013 to 2015
Trained teenagers at the TKO Boxing Club / Track & Field - 2022
Training clients paid and unpaid since 2005

I.T Skills and Knowledge

Completed: 2006/2007 *CompTIA A + Software & Hardware*

- Ability to build computers from components, install software and operating systems
- Configure computers in a network environment
- Understands the basics of network services and how to implement them
- Ability to build, repair and maintain PC's and printers
- Ability to set up Workgroups

Operating systems:	Windows 95/98, Windows NT, Windows 2000, Windows 2003, Windows XP
Languages:	HTML
Software Packages:	Microsoft Office/Professional, FrontPage
Additional I.T Skills:	Experience in I.T Helpdesk, Service Desk, Desktop Support, Network Support, I.T Deployment/Rollout Troubleshooting PC software and hardware problems

Employment History

The Gym Group Barking Personal Trainer	05/2017 – To Present
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- Keeping the gym clean and tidy
- Health & Safety checking: Fire doors, Potential Hazards, building maintenance
- Diffusing arguments, handling challenging customers and providing a high level of customer service
- Dealing with customers face to face
- Using the IPAD to log defibrillator status
- Handling car parking machine issues
- Delivering inductions for new members / Assisting new members to sign up to the gym
- Delivering free gym classes / Free boxing classes
- Delivering private paid boxing classes / Private paid kettlebell classes
- Helped managers to drop leaflets and to promote The Gym Group
- Helped managers to promote the gym with offers to other businesses
- Acting promptly in emergency situations / Escalating incidents / Recording onto the IPAD
- Fixing gym equipment where applicable
- Assisting cleaners and outside engineers
- Trained by the manager to check the camera in order to monitor the gym
- Trained by the manager to look up members status using the In House System
- Recorded, edited and assisted with organising a Viper Fitness Deadlift competition for men and women

Employment History

Staples Stationery Store

04/2014 – 09/2016

Store Assistant

- General retail shop floor duties
- Dealing with customers face to face
- Till work
- Sales
- Stock taking
- Tidying and stock replenishment
- Providing a high level of customer service

From 2009 to 2014 I was registered as self employed.

Southend Borough Council

08/2008 - 05/2009

ICT Officer

- Working between 3 different teams and liaising with offsite members of staff
- Upgrading PC's to XP and installing various software packages onto workstations
- Visiting users at 6 different sites to perform onsite maintenance to PC's and printers
- Using Dameware software to remote onto users PC's to troubleshoot with a 90% fix rate
- Setting up of Blackberry mobile phones & PDA Devices
- Working closely with the Network, Server and Development Team to resolve user queries
- Working towards specified SLA and deadlines
- Providing a high level of customer service to over 1000 users
- Setting up new users using active directory and resetting and issuing new passwords to users
- Resolving all prisma printer problems or passing the problem onto the relevant resolving team
- Installing computer hardware, Hard Drives and DVD Writers
- Assisting users with various types of council software package problems and queries
- Resolving MS Word, Excel, Outlook and Power point problems using Dameware remote software
- Covering the busy helpdesk phone and the quiet helpdesk phone on a weekly rota basis
- Imaging new PC's using Ghost Software, rolling out PC's and setting up of equipment for new users

UBS Investment Bank

10/2007 - 07/2008

1st/2nd Line Service Desk Assistant

- Working within a team of 5 as well as alongside various different supporting teams
- Being the 1st point of contact for over 1000 users at various UBS branches nationwide
- Using remedy call logging software to log calls to different teams to be resolved
- Escalating incidents to the relevant teams to resolve
- Taking up to or over 100 user Calls a day with a 90% resolve rate
- Supporting users on Win XP, MS Office Suite and Blackberry Devices
- Working towards specified SLA's and deadlines
- Resolving technical issues by using the remote assistance feature with a 90% success rate
- Ordering software using the IOPS online system and installing software onto the user workstations
- Remapping of drives and resolving printer issues for various different users and departments

UBS Investment Bank

11/2005 - 10/2007

Mail Room Operative

- Working within a team of 10 to support over 1000 users
- Sorted internal and external mail within a large financial company
- Franking outgoing mail to be shipped worldwide
- Communicated with users via phone, email and face to face
- Booked Recorded and Special Deliveries
- Looked after all printers, photocopiers and ordered paper and toners
- Shadowed Desktop Engineers for 6 months prior to working in IT
- Collected cheques from Nat west Bank for the payments department
- Ordered all stationery and stocks using the stationery website
- Booked DHL's using the DHL computer system
- Booked Bike, Van, Overnight, Time Sensitive and World Couriers
- Recorded end of day figures

Employment History

Affordable Training

09/2005 - 10/2005

Shadowing Desktop Engineer (Apprentice)

- Worked within a team of 2 (shadowed one of the lead engineers)
- Supported a 40 Terminal Network
- Set up Cat 5 Cabling Infrastructure for head office
- Preparing RJ45's
- Looked after all printers, photocopiers and ordered paper and toners
- Installed NIC Card, Hubs and Switches
- Installed XP operating system including service pack installation
- Troubleshooting printers and photocopiers

Hobbies and Interests

I like to watch boxing and I'm into all forms of natural health and fitness. I like to travel when I can and I like to meet new people from all different cultures. I love to learn new things and enjoy expanding my personal knowledge of the world and what it has to offer.