

Darren Harris

Customer Service Advisor, Graphic/Web Designer, Amateur Photographer.

Personal Information

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Profile

I am a friendly, hard working, motivated individual with a proven ability to work to a high standard. I have always given 110% to my roles and I always work best in organised, friendly environment. My work has given me great satisfaction, a wide and varied skill set, along with the opportunity to work with many clients from varied area's of industry.

Key Skills

- A genuine interest in helping clients.
- Good communication skills.
- The ability to work as part of a team but also independently when required.
- Great punctuality and a personable manner.
- A keen eye for detail.
- A polite, thoughtful and friendly attitude.
- Patience and calmness under pressure.
- The ability to handle complaints and difficult situations.
- Giving information and good problem solving skills.
- Selling products or taking orders.
- Taking payment for goods or services.
- Computer literacy and administration skills.
- Good math's skills.

Software Skills

- PC & Mac
- Adobe Creative Cloud: Indesign, Illustrator, Photoshop, Dreamweaver
- QuarkXpress
- CorelDraw (Design & Print/Plot for Vinyl Cutting)
- HTML5, CSS3, Basic PHP, CMS, Basic .Net, FTP
- Microsoft Office, GoogleDocs & OpenOffice/LibreOffice

Experience

- 30.01.17 - Present **Help/Customer Service Advisor**, BT Group Plc, Exeter, Devon. **(Circa 20.5k)**
- Customer Service - inbound/outbound call handling
 - Problem solving/software based diagnostics
 - Secure/confidential data handling including payment details
 - Difficult situations/complaint handling, bereavement/complex cases, caring/empathic conversations
- 01.01.15 - 15.12.16 **Web Site & Marketing Manager**, Proserve UK Limited, Exmouth, Devon.
- Day-to-day management of an CMS eCommerce Site & Associated Orders.
 - Graphic Design (Digital/Print), Art-working & Product Photography.
 - Social Media Marketing, Cutting/Weeding/Heatpressing.
 - Key Holder, Customer Service (Phone, Email & Shop), Cash Handling.
- 01.09.14 - 30.11.14 **House-keeper & Chefs Assistant**, Charles Cookery, Caithness, Scotland.
Also time invested into looking at the possibility of setting up my own business in rural Caithness, Scotland, I also actively pursued employment options there.
- 18.07.11 - 29.08.14 **HTML/CSS Web Page Editor**, Pro-Direct Sport Ltd, Newton Abbot, Devon.
- Building & maintaining (HTML5/CSS3) within .Net product feature pages.
 - Sales-orientated marketing emailers.
 - Brand specific micro-sites as well as day-to-day updates.

Experience (Cont.)

- 29.11.11 - 31.10.13 **Customer Assistant**, Tesco Stores Plc. 6304 Express, Mutley, Plymouth, Devon.
- May '06 - 22.11.11 **Customer Assistant**, Tesco Stores Plc. 2774 Express, Kingsteignton, Devon.
- Serving Customers.
 - Stock Replenishment.
 - Cash Handling, Cashing Up.
- 15.11.06 - 31.05.11 **Creative Web/Graphic Designer**, Crisp eBusiness Ltd, Exeter, Devon.
- Design for Print (Stationary, Brochures, Corporate Identity).
 - Web Site Mock-ups & Site Coding (HTML/CSS) within a Coldfusion CMS.
 - Working with clients directly or through Marketing Managers to complete projects on time & budget was always a key responsibility.
- Sept '01 - Sept '06 **Junior Graphic Designer**, Epwin Design Studio, Newton Abbot, Devon.
- Design for Print (Stationary, Brochures, Corporate Identity).
 - National/Local Press Advertisements
 - Web Site Production (HTML/CSS)
- 25.07.97 - 31.05.01 **Bar Person**, Watts Blake Bearne Sports & Social Club, Kingsteignton, Devon.
- Serving Drinks and Food
 - Cellar Person Duties
 - Cash Handling, Cashing Up
 - Securing Premises

Qualifications

BTEC HND Graphic Design, Plymouth Art College (EDEXCEL Plymouth University) (1996-1998) (Merit)
BTEC ND Design (Graphic Design), South Devon College (1994-1996) (Merit)
BTEC FD Design, South Devon College (1993-1994) (Merit)

GCSE - English Literature (B), English Language (B), Environment (B), French (C), Art & Design (C), Maths (C), Physics (D), Chemistry (D), Craft Design Technology (D).

Personal Interests

In my spare time I like to travel, listen to an eclectic mix of music, explore shiny new gadgetry and have a keen interest in landscape/wildlife photography. I try to maintain a healthy lifestyle and generally be there for family and friends.

I run weekly & have competed in the following running events:
Cardiff 1/2 Marathon (20k) - October 2015
Rowcroft Hospice (5K) Colour Rush Paignton - September 2016
Greenbow (5K) Land & Sea Exmouth - May 2017
Rowcroft Hospice (5K) Colour Rush Teignmouth - June 2017
Exeter Great West Run (1/2 Marathon) - October 2017
PB: 500miles run in 2017

Employment References

Excellent references & Portfolio available on request.

Some Links

Here are a few projects I have completed/worked on:

<http://www.bellsdrivingschool.co.uk/>
<http://www.charlescookery.co.uk/>
<http://www.martinharrisphotography.co.uk/>
<http://www.scallop-gear.co.uk/>
<https://www.mbraceinteriors.co.uk/>

My Photography Work:
<http://www.2ndnature.studio/>