



Isobelle Robinson

Field Engineer

isobellerobinson1@gmail.com

Details

07525729901

Skills

Computer Skills



Customer Service



Communication Skills



Adaptability



Critical thinking and problem solving



Effective Time Management



Hobbies

In my spare time, I act as my family's own technical support; building PC's and re-arranging routers on a semi-regular basis, and I thoroughly enjoy gaming on my PC whenever I get the chance!

Profile

Although I am young, through my time at my current job, I am looking for a satisfying and hard-working job that utilises my abilities to their full potential! Currently, I am an Infrastructure Technician, dedicated to providing quality care for ultimate customer satisfaction. I have a proven ability to establish and maintain excellent communication and relationships with clients and I am an extremely focused and detail-oriented person who is capable of accurately analyzing, diagnosing, and repairing a variety of issues using advanced equipment and comprehensive checklists. I am a happy, bubbly and outgoing person, and a fantastic addition to your company.

Employment History

May 2016 — Jun 2018

Waitress at Leeds City Council

Leeds

Although this job is not technical, it helped me develop my communication skills at a young age, which aided me in my next job through the following:

- Remaining adaptable, flexible, and punctual, even when under time pressures.
- Worked to support other council staff to ensure the highest level of service.
- Adhered to all company rules and guidelines.
- Brought forth strong oral communication skills.

Nov 2019 — Present

IT Infrastructure Technician at Mabey Hire LTD

Dewsbury

At my current job, it is crucial to my job role to be as compassionate as possible when a colleague calls or logs a ticket with a problem - and I do everything in my power to help them as soon as possible!

- Performed troubleshooting at an advanced level to improve processes.
- Operated with a strong work ethic, professionalism, and the ability to work under pressure.
- Brought forth empathy and a constant consideration of the perspective of colleagues and business partners.
- Aimed to support a positive and productive work culture.
- Treated company property and equipment with the utmost care and respect.
- Brought forth a strong attention to detail and the ability to work with complex systems.

Education

Jul 2019 — Feb 2020

Leeds

Estio Training

Level 3 IT Infrastructure Tech

I passed my apprenticeship at Estio with a merit.

Jun 2017 — Jun 2018

Leeds

Notre Dame Sixth Form College

A-Levels

Through college, I was an extremely hard worker, and I have gained 3 A-Level's through my time at Notre Dame, such as;

- A - English Literature
- B - Sociology
- C - Law

Jun 2018 — Jun 2019

Leeds

Leeds Art University

Foundation Degree

Although this is not a technical degree, I think it really helped me shape myself as a person, allowing me to thoroughly get in touch with my creative side!