

## June 2018 Candidate Brochure

*Permanent Candidates Individually Selected for your Business Needs:*

### Helpdesk Manager

**(ID: 10743)**

This individual is a highly skilled **Helpdesk Manager** with a wealth of experience **managing helpdesks with nationwide coverage in customer focused environments**. Departmental duties include **supporting senior stakeholders with analytic reporting covering faults**, KPI supplier monitoring, job allocation, raising reactive orders for clients and managing spend.

In his previous roles, he **managed client Helpdesks through both onsite teams and contractors**. During this time, he had a large responsibility for onsite team members which included creating **personal development plans, recruitment, vetting** and conducting **regular performance reviews**.

He is a **highly communicative, personable and corporate individual** who would thrive in a customer focused environment. He is **actively seeking his next opportunity** and has a current notice period of four weeks.

### Data Compliance

**(ID: 12084)**

Our candidate has a **strong background in Data Compliance**, having recently studied for his **MA in Archives and Records management at University College London**.

Whilst studying at university, he gained experience in a variety of roles as an Archive Volunteer. Here, he learnt how to **digitise documents using Adobe Photoshop and Illustrator**, cataloguing various types of material following the ISAD(G) standard.

He has received thorough training in **GDPR legislation, Information Security and Records standard ISO: 27001, ISO: 31000, ISO: 15489**. Additionally, he has sound knowledge of managing databases such as Archives Hub and Calm, as well as MS Office.

He is immediately available and **currently looking for a permanent full time opportunity**.

### Reprographic Operator

**(ID: 12085)**

This gentleman is an experienced **Reprographic Operator with over 5+ years' experience** in the industry. He has the added knowledge of **lithographic production, prepress and graphic design**.

In his current role, he **oversees print production (both litho and digital)** and is proficient with a range of software such as **Creative Suite 6, including Adobe Illustrator, Design and Photoshop**. Furthermore he is proficient in Microsoft Office, Mac OsX, Lightroom and QuarkXpress, whilst his equipment knowledge includes the **Xerox C60 and Roland Versacamm VP 300**.

From his agency interview, it was clear **he is extremely passionate and motivated about his work**. Fluent in both English and Italian, he enjoys a good working relationship with both colleagues and clients, **ensuring he provides an excellent customer service at all times**. He is **available for interview immediately** with a notice period of one month.