

AARON HEATH

PROFILE

Master of customer service in all kinds of environments from the sports field to Team Leader of the DSL broadband department of a large and successful internet service provider. Proven ability to provide the highest level of support for customers and fellow staff in a whether it be shift management through to communicating with wholesalers or customers the in's and out's of a technical situation which would be effecting there service. Willing and able to be a reliable underpinning for your business however is quickly able to spread his wings and fulfill any assignment as required.

Along with a strong customer service focus comes the ability to take the lead with corporate projects whether it be the development and implementation of new systems / processes or the fine tuning of an existing procedure. It's all about helping to develop, implement and maintain plans that utilise the businesses asses to maximise revenue whilst maintaining a high level of service for parties involved.

Also, is a knowledgeable web developer specialising in PHP, CSS, JavaScript, jQuery, HTML and MySQL with many of his projects available to the public on his website at aaronheath.com. Below is a summary of some of the projects that he has available at his website.

- [Pics](http://pics.aaronheath.com) (pics.aaronheath.com) - personal image gallery
- [About My Browser](http://browser.aaronheath.com) (browser.aaronheath.com) - Information about your browser utilising JavaScript
- [UEFA Competition Tracking](http://uefa.aaronheath.com) (uefa.aaronheath.com) - Football tracking for the Champions League and Europa League
- [Direct Me](http://url.aaronheath.com) (url.aaronheath.com) - URL shortening application
- [Depp the Dalmatian](http://depp.aaronheath.com) (depp.aaronheath.com) - Basic image gallery for his dog Depp
- [Blog](http://blog.aaronheath.com) (blog.aaronheath.com) - His personal blog running on WordPress

A complete list of projects with a detailed overview of each can be found at projects.aaronheath.com.

EXPERIENCE

AUSTRALIAN RULES UMPIRE, NORWOOD FOOTBALL CLUB ADELAIDE, AUSTRALIA 2001-2005

Each winter from 2001 through to 2005 was spent umpiring Australian Rules Football in the local area. Initially this involved the umpiring of games for 10 year olds however this quickly progressed to a role of umpiring senior matches. The challenges of this position were unique to the sports field however have provided an exceptional grounding for the roles that have been fulfilled int he future.

OFFICE CLEANER, BEST FX AND WALLBRIDGE & GILBERT ADELAIDE, AUSTRALIA 2004-2007

This position was instrumental in providing the ability to work independently but also having to perform up to a level that would mean that the job would be on going. This role involved vacuuming, dusting, disinfecting and sweeping for two of Adelaide's most successful businesses in there area's.

CRICKET UMPIRE, SOUTH AUSTRALIAN CRICKET ASSOCIATION ADELAIDE, AUSTRALIA 2004-2009

Cricket umpiring offered special opportunities from ensuring you understand the laws of cricket to having the opportunity to umpire some of the worlds leading cricketers. This position was very rewarding as it involved a rapid rise through the ranks to an 'A' grade level which involved the umpiring of state and national players when they were did not have duties for any of the above levels. The long hours of concentration and specialised communication with inquisitive players helped develop an ability to not only think on his feet but also be able to give a correct answer.

APPRENTICE ENGINEER, PANDA ENGINEERING BRADFORD, UNITED KINGDOM 2006 (9 MONTHS)

After successfully graduating from high school in Adelaide it was decided that a 9 month stay in the United Kingdom would provide an ideal educational and personal development opportunity. Upon arrival work was found at an engineering firm in Bradford. This position involved many low level work however did branch out into systems programming for several thousand runs of intricate items. It also involved machining, fabrication and sprocket creation.

TEAM LEADER, ADAM INTERNET ADELAIDE, AUSTRALIA 2007 (FEB) - 2010 (DEC)
In early 2007 he started working for a leading ISP in Adelaide. Starting out as a casual Customer Service Officer in the companies Customer Service Department. Within three months he progressed to a full time member of this helpdesk and into the DSL (broadband) faults team. Here he first started his interaction with the more technical side of DSL. After holding this position for a year he was promoted to Escalation Officer for the Customer Service department. This position often meant that he was charged with resolving customers issues where the level one or two helpdesk staff were unable to. He held this role for six months before being promoted to Team Leader of the departments DSL Faults team. Since then he had also taken over the role as VoIP (phone over internet) and FTTH (Fibre internet) Team Leader. Along with his team managing duties he was also responsible for the smooth running of the companies front desk and the departments rostering (70+ full time and casual staff). The last three months of his role at Adam primarily (along with his Team Leader duties) involved the architecting of a new fault management system for various types of connections. This system has since been brought into production and is successfully managing about 700 service faults at any point in time. This job hold a special place in Aaron's heart and he has parted with the company on exceptionally good terms.

SALES ADVISOR, BSKYB UDDINGSTON, UNITED KINGDOM 2011 (3 MONTHS)
After arriving in the UK from Australia he commenced employment for BSKYB at there Uddingston call centre. While there he was a Sales Advisor and successfully completed all required training. The role primarily involved retention of customers. He opted to depart Sky on his own accord to pursue an alternate path.

WEB DEVELOPER

He is continually working on his own projects utilising his knowledge of C, PHP, Shell Scripts, AppleScript, CSS, JavaScript, jQuery, HTML and MySQL. He keeps an up to date list of his projects at projects.aaronheath.com.

EDUCATION

Modbury High School — 2005 Successful completion of SACE in Adelaide, Australia. (equivalent of Standard Grades, Intermediate 1 and Intermediate 2 in Scotland)
Excellence in Customer Service - Certificate Two 2008

NATIONALITY

Full Dual Citizenship - British and Australian.

SKILLS

Exceptional listener and communicator who effectively conveys information verbally and in writing.
Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes.

Passionate computer programmer in PHP, MySQL, CSS, HTML, JavaScript, Shell Script, AppleScript. I host my own projects at aaronheath.co.uk. Please feel free to check the site out.

Computer-literate performer with extensive software proficiency covering wide variety of applications.
Proven relationship-builder with unsurpassed interpersonal skills.

Goal-driven leader who maintains a productive store / department and confidently motivates, mobilizes, and coaches employees to meet high performance standards.

Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation.

Effective problem-solver who can generate workable solutions and resolve complaints.

Resourceful team player who excels at building trusting relationships with customers and colleagues.

Productive worker with solid work ethic who exerts optimal effort in successfully completing tasks.

Loyal and dedicated manager with an excellent work record.

REFERRALS

Andrew Burns - Team Leader, Adam Internet

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Michael Hobbs - Team Leader, Adam Internet

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Nigel Bigg - Service Manager, Select Copiers (Character Reference)

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Sharon Tedore - Former Customer Service Manager, Adam Internet

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Written referrals upon request.