

Aaron Hawkins

Connah's Quay, CH54JG | 07886230404 | aaronhawkins101@aol.co.uk

A hard-working and customer-focused professional with extensive experience in customer service, technical support, and fast-paced operational environments. Proven track record of diagnosing issues, managing customer accounts, and utilizing CRM systems to ensure high satisfaction and seamless service delivery. Adept at conducting needs analysis to translate technical specifications into clear solutions for customers, supported by strong analytical and problem-solving abilities.

Work Experience

2022– Present

Construction Labourer | Hawkins Property Maintenance, North West UK

- Developed strong teamwork and practical problem-solving abilities, translating directly to collaborative customer service environments.

2021 - 2022

Order Picker | Phoenix Medical Supplies, Runcorn

- Maintained a high attention to detail to ensure quality control, vital for accurate order fulfillment.
- Located and picked stock, working under tight deadlines in a fast-paced environment.

2020 - 2021

Sales & Retentions Advisor | Tesco Mobile, Runcorn

- Conducted detailed customer needs analysis to match technical product specifications with user requirements.
- Collaborated cross-functionally with technical support and support teams to ensure seamless service delivery and customer satisfaction.

2019 - 2020

Customer Service Advisor | Tesco Mobile, Runcorn

- Diagnosed and resolved customer account and connectivity issues by following structured troubleshooting procedures and system workflows.
- Maintained high levels of accuracy and compliance while documenting service activity within internal CRM and support systems.

2018 - 2019

Digital Marketing Analyst | Aqueous Digital LTD, Runcorn

- Used analytical tools (Google Analytics, Google Search Console) to collect, interpret, and visualize performance data for reporting and continuous improvements.
- Demonstrated clear communication and technical analysis skills to improve client-facing digital assets.

2014 - 2018

Apprentice ICT Engineer and Web Developer | Norcott Technology LTD/Liberonet LTD, Widnes/Warrington

- Provided hands-on technical support, assisting users by troubleshooting software, hardware, and network issues to maintain high system up time and performance.
- Improved internal workflows and data accuracy, demonstrating a commitment to resolving technical issues that impact end-users.
- Designed and maintained client websites, this included running updates and backups and maintaining site security and end user satisfaction.

Education
Weaverham High School

- English Language - GCSE Grade C
- Mathematics - GCSE Grade C
- Information Communication Technology - GCSE Grade B
- Excel Functional skills in ICT level 2 BTEC – Pass

Norcott Technology Ltd

- Advanced Level Apprenticeship in IT, Software, Web & Telecoms Professionals