

Jay Ranson
Horsham
07300840977
ranson.samsung@gmail.com

Professional Profile

Dedicated and versatile professional with a wealth of transferable skills gained in diverse roles. Exceptional communicator with a strategic approach to problem-solving and strong IT proficiency. Committed to continuous personal and professional development, thriving in dynamic and challenging environments.

Employment History

Product & Technical Customer Service Specialist

Bose Corporation, Kent | October 2021 – August 2022

- Provided expert technical support and troubleshooting for a range of products, including smart speakers, smartphones, and TVs from various brands.
- Handled complex enquiries involving third-party software, including Google and Alexa Voice Assistants, ensuring customer satisfaction.
- Managed customer service tasks such as parts ordering, repair bookings, refunds, returns, upgrades, and exchanges, demonstrating versatility and problem-solving skills.

Fitness Model/Influencer

Self-Employed, Various Locations | October 2018 – October 2021

- Successfully collaborated with multiple renowned brands, contributing to their marketing strategies through innovative promotional content.
- Engaged in extensive networking with models, photographers, and industry professionals, significantly enhancing personal brand visibility and reputation.
- Recognised for significant achievements in the fitness modelling industry, leading to invitations to major conventions and events as a featured guest.

Executive Personal Assistant

Burkitt Communications, London | November 2015 – October 2018

- Effectively coordinated international travel, visas, and accommodation for the CEO, ensuring efficient and seamless arrangements.
- Managed all aspects of the CEO's professional communication, including emails, post, and phone calls, often acting as the first point of contact.
- Organised and maintained complex diaries, scheduled appointments, and diligently managed expense accounts.

Customer Service Administrator

BSW Heating | February 2015 – September 2015

- Answered and efficiently managed incoming calls, addressing both new and existing customer enquiries with a high level of professionalism.
 - Responsible for the scheduling of repairs, services, and follow-on works, contributing to customer satisfaction and operational efficiency.
-

Further Education

- BTEC National Diploma for ICT Practitioners (2008)
 - Diploma in Microsoft Excel Intermediate (2021)
 - IT Essentials PC Hardware and Software (2006)
 - First Line ICT Systems Support (2007)
-

Skills

- Exceptional communication and interpersonal skills.
 - Proficient in a broad range of IT software and hardware.
 - Acute analytical and problem-solving abilities.
 - Quick to adapt and learn new skills and technologies.
-

Interests

- Technology and software development.
 - Engagement in sports.
 - Language learning.
 - Interest in AI and new technologies.
-

References

Available upon request.