Jonathan Paul Watts

Telford, TF2
Email: JonathanWatts77@pm.me
Website: jwictsystemssupport.co.uk
Links: https://linko.page/tn7ky49pgaux
Mobile/Landline: 07814 107838 | 01952 936358
Full UK Driving Licence (Clean)



Professional Profile

Customer-focused and dependable professional with 16 years of customer service and administration experience, supported by a varied background in technical support, retail, warehouse operations and delivery driving. Experienced in handling telephone enquiries, providing clear product and technical information, resolving customer queries and liaising with suppliers to progress outstanding orders. Recognised for a calm, professional approach, accurate administration, strong communication and reliable timekeeping. Now seeking a customer service role where practical experience, problem-solving ability and a commitment to helping customers can make a positive contribution.

Key Skills

Customer support: Telephone and email enquiries; customer care; query handling; issue resolution; clear, helpful communication.

Product and technical advice: Explaining product information and identifying vehicle braking components using Tecdoc and Autocat.

Administration: Order processing; returns; delivery paperwork; record keeping; accurate data entry and documentation.

Customer and supplier liaison: Following up outstanding orders, communicating with suppliers and supporting customers with their enquiries.

IT and systems: Microsoft 365; Windows 10/11; ticketing systems; data accuracy; GDPR awareness; basic networking and troubleshooting.

Personal strengths: Reliable; punctual; adaptable; organised; professional; able to work independently and as part of a team.

Education & Certifications

City & Guilds Level 3 Diploma in ICT Systems Support (7540-13)
Equivalent to **A-Level Grade**
JBC Skills Training Ltd | *Apr 2026 – Aug 2026*

- Networking Principles *
- Installing & Configuring Windows Server
- Principles of ICT System and Data Security *
- System Management
- ICT Systems and Network Management

(* Units are closely linked to other widely accepted IT Certifications including **CompTIA Network+**, **Server+**, and **Security+**)
Ofqual Qualification Number: **501/1585/6**

City & Guilds Level 2 Diploma in ICT Systems Support (7540-12)
Equivalent to **GCSEs Grades 4-9 (A*- C)**
JBC Skills Training Ltd | *Apr 2025 – Jun 2025*

- Customer Service Provision
- Install, Configure and Test ICT Networks
- Business Concepts for IT Professionals
- Principles and Concepts of Cloud Computing
- IT Fundamentals: Software, Hardware & Networking

Ofqual Qualification Number: **501/1430/X**

Secondary Education: Queensbury Upper Secondary School, Dunstable
GCSE-level education including Computer Studies, Maths, English, Science, and Religious Studies

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Career Summary

ICT Systems Support Technician (Self-employed)
JW ICT Systems Support – Telford | *Aug 2026 – Present*

- Provide general IT support and troubleshooting, helping customers with computer-related issues.
- Build, repair and upgrade computers using parts supplied by clients.
- Install and configure Windows and assist with networking and Windows Server setup.

Classroom Support Volunteer
Tech With No Limits CIC - Hadley Community Centre - Telford | *Nov 2026 – Present*

- Assisting the tutor by helping to show adult students the basic Microsoft 365 Skills and the use of AI for daily life.

Community Grocery Volunteer
Lighthouse Church Community Grocery - Telford | *July 2025 – Present*

- Assisting with unloading delivery vehicles and rotating stock
- Providing customer service to members of the public
- Storing excess produce in warehouse, fridges, and freezers

Sales / Warehouse Assistant & Delivery Driver
Motor Parts Direct – Telford / Wrexham / Chester | Aug *2022 – Jan 2025*

- Picking and packing customer orders accurately
- Managing stock levels and processing returns
- Booking in deliveries and completing paperwork
- Answering customer phone enquiries and arranging supplier returns

eBay Operations Assistant
Demon Tweeks - Wrexham Industrial Estate | *Feb 2022 – Jun 2022*

- Managing and enriching product listings for eBay platforms
- Uploading branded images and product information
- Ensuring accuracy of listings before upload to eBay stores

Customer Service Assistant
ZF Services UK Ltd (formerly Brake Engineering) - Wrexham Industrial Estate | *Aug 2007 – Feb 2022*

- Providing technical telephone support to UK and export customers
- Identifying and advising braking components using Tecdoc and Autocat
- Liaising with suppliers regarding outstanding orders

Hobbies & Interests

- Developing IT skills, particularly cybersecurity and cloud technologies
- Cinema and audiobooks (science fiction, autobiographies, thrillers)

References

Available upon request.