



Mohamed Jalloh

Network Support Engineer

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Languages

English

About

With a strong foundation in fast-paced environments, I excel in ensuring efficiency and customer satisfaction. Fluent in basic English, my experience spans across managing tasks and communication, with a keen ability to adapt quickly—eager to bring my skills to the retail sector.

BRANDS WORKED WITH

First Central Services

M A Consultants

NHS SBS, Princess Royal Hospital

Experience

● Network Support Handler

First Central Services | Sep 2023 - Feb 2024

- Process daily task list and allocate tasks. Culminating in me being ahead of tasks due sometimes up to 48 hours of SLA.
- Provided general administration duties for engineers. B
- Deal with ongoing repairs and total loss cases and assisting with any issues that arise.
- Allocate work to engineers and repairers to ensure they are dealt within KPIs and SLAs. Leading to customer satisfaction regarding their repairs and the smooth transition from a claim to repairs being handled and car returned to customer
- Handling incoming and outbound calls. Resulting in me being able to speed up the repairs process as I did not have to wait for a notification from a repairer, network or customer which led to customer satisfaction levels rising.
- Managing non-network repairs process.
- Ensure compliance with the company's standards and regulations.

● Payroll Clerk

NHS SBS, Princess Royal Hospital | Oct 2022 - May 2023

- Responsible for delivery of accurate payments to staff across three major hospitals in Sussex covering over 10,000 staff. Being apart of small team and handling such numbers has improved my ability to work in a high workload environment.
- Verify and respond to staff regarding a plethora of queries and dealing with these effectively. Leading to solutions such as faster payments or being opted out of pension schemes before BACs.
- Responsible for the completion of timely and accurate payroll within defined timescales. Both weekly and monthly payrolls. I was able to help with the team complete payroll three to four days before monthly BACs date was due which meant we had more time to focus on our weekly payroll.
- Including inputting and checking new starters, tax codes, pensions, changes, maternity and sick pay.
- Reported clearly and concisely to line manager concerning all aspects of payroll in weekly meetings. This included picking up new task that I had not handled before such as faster payments.
- Ensured that all documentation regarding statutory legislation and terms and conditions of service is kept up to date and is easily accessible to my team.

● Personal Carer

Family | Aug 2019 - Aug 2022

- Ensured client was correctly taking prescribed medications, maintaining optimal health
- Assisted clients with daily household tasks including cleaning, laundry and food operation
- Established and maintained positive exercise and social routines based on client's needs
- Maintained client dignity and respect throughout personal care including dressing, showering and toileting.



● Receptionist

M A Consultants | Oct 2017 - Mar 2018

- Answered and helped resolve enquiries from clients and general public.
- Collected and distributed incoming mail, employing strict confidentiality throughout
- Provided clerical support to company employees, including, copying, faxing and file management
- Wrote professional letters, memos and emails for internal and external business communication.

Education & Training

2005 - 2017 ● **Bacon's College**

B grade in AS,

2015 ● **Bacon's College**

GCSEs,,