

- 2 Complete the CV with these headings.
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|---|---|
| a) Education and training | f) Position held |
| b) Main activities and responsibilities | g) Subjects/Occupational skills covered |
| c) Organisational skills | h) Technical skills |
| d) Personal information | i) Title of qualification awarded |
| e) Personal skills | j) Work experience |

Europass Curriculum Vitae

(1) First name(s) / Surname(s) Sukvinder Dhal
 Address(es) 145 New Ferry Road, Queensbridge, Durham, UK
 Telephone(s) + (44) 1902 12459
 E-mail sukvinder13@gmail.com

(2) Dates 2011-present
 (3) IT Support Technician
 (4) Provide support to customers of my company's networking products, both wireless and wired. Diagnose problems and suggest solutions.
 Name and address of employer Agate Digital Ltd, Garside Industrial Estate, Sunderland, UK

(5) Dates 2009-2011
 (6) BTEC National Diploma for IT Practitioners (Systems Support)
 (7) IT technical support, customer service, networking (wireless and wired), hardware installation.
 Name and type of organisation providing education and training Conquest College, Cheshire, UK

Personal skills and competences
 Mother tongue(s) Hindi

(8) I am a good team player at work. I work well with people from many different backgrounds. People find me friendly and easy to work with and I understand other people easily. I enjoy helping customers.

(9) I often prepare my team's schedules. When problems happen, I often make useful suggestions. I have good problem-solving skills. I am very organised; this helps me to work efficiently. I enjoy taking responsibility.

(10) Setting up both wired and wireless networks, including Wi-Fi. Diagnosing problems in networks. Server administration of both Linux and Windows operating systems.