Sam Hare

Principal, Product Education Services

About Me

Strong set of technical and support-related skills, as well as experience in leadership and team management.
Ability to create and maintain technical documentation and provide clear explanations to users.
Curious with technology. Football and F1 fan.

Contact Information

Email: hello@sjhare.uk
Location: Essex, UK

Skills & Expertise

★★★ Proficient

Technical Support, Communication and collaboration, Microsoft Excel, Microsoft SQL Server, OrderWise ERP, Troubleshooting

★★ Comfortable

Technical writing and documentation, RESTful APIs, Docker, Process improvement, Halo ServiceDesk, Microsoft Office Suite

★ Familiar

VBA, HTML/CSS, Javascript, Leadership and team management

Experience

Product Education Services at OrderWise

February 2023—Current

- Providing clear concise instructions and explanations on how to use the software.
- Producing and maintaining step-by-step tutorials and knowledgebase articles.
- Producing and maintaining user guides.
- Liaise with R&D on a regular basis to highlight areas of concern or improvement.

Support Team Leader at OrderWise

December 2017—February 2023 (5 yrs 2 mos)

- Lead and motivate the team to meet individual, team targets and deliver an excellent support service.
- Responsibility for training and supporting new starters within the team, up to the required level within the given timescales.
- Contribute towards identifying key areas of improvement of processes within the department
- Responsibility for maintaining the quality of work performed by the team

1st Line Support Technician at OrderWise

July 2016—December 2017 (1 yr 6 mos)

- To ensure requests for support are dealt with promptly and appropriately
- Redirect or escalate support requests to the appropriate person or team as required
- Pro-actively provide information to users on the progress of outstanding support tickets
- Liaise with colleagues within Support and other teams to ensure continuity of service for all users

Education

Bachelor of Science (BSc), Computer Science, 2:1

University of Lincoln

Completed various modules such as Database Systems, Mobile Programming, Robotics, Network Systems, AI, Image Processing and Parrallel Computing

Projects

- **Customer Support Portal**
  Customers can submit support requests, track updates on their tickets, and respond directly through the Portal. They also have access to a large library of knowledgebase articles.
- **Dashboards**
  Created a range of dashboards for display in the office and for colleagues to monitor.
- **User Guide Library**
  As part of a very small team, developed a comprehensive software user guide library.
- **Interactive Training Courses**
  Created a range of internal interactive training courses using Camtasia, Microsoft Clipchamp and Adobe Captivate