

Andrew Spence

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SKILLS

Coding Language/ Frameworks: XML, HTML, CSS, JavaScript, React

Computer Software: Microsoft Office, VS Code, GitHub

Professional Competencies: MIS reporting, Opex Budgets, Leadership, Strategy Development, Project Sponsorship, Technology

WORK EXPERIENCE

Energy Super Queensland

Brisbane, Australia

Call Centre Manager

2015-2017

- Management of omni-channel Contact Center optimizing the customer experience and the retention of Queensland-based superannuation fund members. Opex:15 FTE.
- Responsible for delivery of timely, accurate investment fund advice to members, investment switches, product disclosure statements, member account management and the organizational complaints policy within service levels.

Certus Solutions

Brisbane, Australia

Customer Experience Lead

2013-2015

- Optimisation of enterprise asset licensing arrangements and revenue for Australasia's largest IBM licensing reseller.
- Leadership of the annual enterprise software licensing team. Conduction of annual licensing reviews and renewals, compliance and reconciliation of client licensing asset needs with IBM software licensing standards, identification of upsell and added value opportunities, sales and service technical advice and support to key account managers and anticipatory future growth.

Transurban Queensland Australia

Brisbane, Australia

Call Centre Manager

2012-2013

- Operational management of Queensland state-wide contact center gathering toll revenue. Opex:120 FTE.

Accident Compensation Corporation

Wellington, New Zealand

Operations Manager (Levies)

2008-2011

- Management of national Contact Centre maximizing revenue from levies and exceeding designated service levels including:grade of service, re-work/error rate. Opex:110 FTE.

Datacom New Zealand

Petone, New Zealand

Production Keying Manager (Contractor)

2007-2008

- Management of 100% keying accuracy of invoices from outsourcing business clients.

Vodafone Ltd Pty

Auckland, New Zealand

Contact Centre Manager

2003-2007

- Management of national consumer Contact Centre optimizing the customer experience to designated service levels including: grade of service, call quality and first contact resolution. Operational expenditure budget (Opex):140 FTE.

Previous Experiences

- Banking, retirement sales, customer service, training coordination.

EDUCATION

Victoria University

Wellington, New Zealand

Bachelor of Commerce and Administration.

1996

Southern Cross University, New South Wales via Manukau Institute of Technology

Auckland, New Zealand

Post Graduate Certificate in Business.

2008

Take2

Auckland, New Zealand

Certificate in Web Development.

2023

- Completed 1,300 hours of web development training, facilitated by Take2 and tech industry partners using agile practices.

INTERESTS

Interests: Geography, Climate, Travel, Walking, World Events