Chanpreet Singh

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**Education and Qualifications**

**2010 – 2013 - BSc (Hons) International Politics at Brunel University**

Studied modules of interest:

* European Union Politics
* Globalisation and Governance
* International Relations
* The completion of a dissertation on the topic of explaining US Foreign Policy towards Iran with regards to International Relations Theories.

**2020 – 2021 - Level 4 Diploma in Software Development (BCS Accredited)**

* Understanding the Model View Controller (MVC) principles of coding
* .NET, JavaScript, HTML & CSS
* Practicing SDLC Delivery
* Understanding Testing principles and writing Unit Tests.
* Developing best practice in Software Engineering (Source Controlling, Testing methods & Deployment).

**2020 – 2021 – BCS Level 4 Diploma in Software Development Methodologies (BCS Accredited)**

* Understanding Agile vs Waterfall practices
* Understanding the Software Development Lifecycle (SDLC) competently

**2007 - 2009 – A Levels studied at Jack Hunt Secondary School**

* Sociology
* History
* Business Studies

**2007 – GCSE’s studied at Jack Hunt Secondary School**

* Achieved 10 A\* to C’s including Maths, English and Science.

**Employment History**

**April 2020 - Present**

**Junior Software Engineer (BGL Group)**

* JavaScript/CSS/HTML Programming
* .NET Programming
* Sprint planning
* Ticket refinement

**December 2018 – April 2020**

**Junior Software Engineer – RPA (BGL Group)**

* Proficient in using Kryon RPA Software
* Automating repetitive processes in order to reduce human resource requirement
* Writing robotic code/logic to ensure correct process route is followed
* Identifying suitable automation opportunities to ensure consistent pipeline of automation opportunities are available

**September 2017 – December 2018**

**Customer Experience Business Analyst (BGL Group)**

* Analysing call traffic/volumes to identify areas of improvement in Customer facing processes
* Using data analytics to propose changes to processes
* Implementing Improvements in BAU processes
* Conducting opportunity analysis for possible new technologies to be used in BGL Contact Centres

**June 2016 – September 2017**

**Customer Relations Consultant (BGL Group)**

* Investigating customer complaints with a view of proposing a mutually agreeable resolution, either via telephone or by written letter;
* Ensuring complaints are resolved to the satisfaction of BGL’s Customers & Clients & within the remits of the company guidelines and stated timescales;
* Ensuring that proposed resolutions, meet the expectations outlined by the Financial Ombudsman Service and ensuring that complaint resolutions are compliant with the regulations outlined by the Financial Conduct Authority;
* Identifying and analysing trends in root causes, with a view of proposing, process and service improvements and providing pro-active feedback.

**April 2016 – June 2016**

**Customer Experience Representative**

* Meeting Customer needs by providing a high level of customer service;
* Proactively working within a team to ensure a high level of customer service is being provided;
* Selling add-on products (such as Motor Legal Protection & Breakdown cover)
* Ensuring that BGL is compliant with insurance regulations

**April 2015 – April 2016**

**Investigations Officer at Ombudsman Services: Energy**

* Investigating both Domestic and Commercial Energy complaints;
* Arbitrating complaints and formulating Mutually Acceptable Decisions after a thorough investigation;
* Analysing and evaluating documents which are relevant and will assist in my decision making;
* Mediating and resolving complaints over the phone (agreeing resolutions with both energy companies and complainants)
* Hitting weekly KPI’s (With regards to the number of complaints that I mediate).

**September 2014 – April 2015**

**Administrative Assistant at Athene Communications**

* Assisting in the preparation of exhibitions and pitches to clients;
* Communicating with Clients on a daily basis (Frontline contact for Athene);
* Invoice Management;
* Proficiently trained on Sage Accounting Software (Used on a daily basis for financial administration requirements);
* Rolling out a Time Management Software (Project).

**References available upon request**