Chanpreet Singh

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A BCS qualified Software Engineer and Politics Graduate with a career background in Customer Analytics, Tech process, analysis and delivery. Having previously held roles in the Customer Analytics and FinTech spaces, I am now looking to progress my corporate career in a more advanced Analytical role.

**Employment History**

**April 2020 – Present - Junior Software Engineer (BGL Group)**

* JavaScript/CSS/HTML Programming
* .NET Programming (Practicing MVC & .NET Core)
* Sprint planning
* Ticket refinement

**December 2018 – April 2020 – RPA Analyst (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
* Conducting reviews and analysis of existing Business Processes
* Commercial & SWOT Analysis of potential processes for automation
* Creating Solution Design Documents (SDD) & Process Design Documents (PDD)
* Identifying suitable automation opportunities to ensure consistent pipeline of automation opportunities are available
* Stakeholder Management for automated processes in development

**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 & conducting Root Cause Analysis
* Implementing Improvements in BAU processes
* Conducting opportunity analysis for possible new technologies to be used in BGL Contact Centres

**April 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;

**April 2015 – April 2016 - Investigations Officer at Ombudsman Services: Energy**

* Investigating both Domestic and Commercial Energy complaints;
* Arbitrating complaints and formulating Mutually Acceptable Decisions following 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)

**Education and Qualifications**

**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

**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.

**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

**References available upon request**