

Charlotte Mackay

+447875309511 · charlottemackay7@gmail.com · 3 Meadow Vale, Brighton, UK, BN2 7AA
<https://www.linkedin.com/in/charlotte-mackay/>

A motivated recent graduate with a predicted 1st Class Honours Degree in Computer Science for Games. With a wide range of experience that spans over a decade in automotive finance management, coupled with a robust academic foundation in computer science, I bring a unique interdisciplinary perspective to any field.

I am now eager to apply my extensive project management expertise, analytical skills and creative problem-solving abilities to further my experience in a new role.

KEY COMPETENCIES

Unreal Engine
Game Design
Game Programming
Visual Studio

C++/C#
Java
JavaScript
Web Development

Agile Project Management
Team leadership
Communication
Team Work

PROFESSIONAL EXPERIENCE

Santander Consumer Finance UK

Aug 2021 - Present

Technical Admin Advisor

Ensure excellent customer outcomes by maintaining high service levels, demonstrating skills in customer engagement and satisfaction.

Accomplishments:

- Deliver outstanding customer service and build a strong rapport with customers.
- Efficiently managed complex administrative tasks, showcasing attention to detail and precision.
- Handle sensitive customer data in compliance with legislation.
- Process Data Subject Access Requests (DSARs) in line with GDPR, further highlighting a high level of understanding and working knowledge of data protection.
- Consistently over-achieve productivity and quality targets.
- Collaborate with other teams throughout the business to improve the customer journey.

PSA Finance

April 2019 - Aug 2021

Training and Projects Manager

Lead the training and development of the customer services team, alongside delivering key business-defining projects.

Accomplishments:

- Led digital projects, conducting performance analyses post-delivery
- Undertook QA testing and implementation of critical business systems, including telephony and CRM systems, reflecting skills in quality assurance processes.
- Contributed to developing and delivering a new customer management system, showcasing ability in learning and implementing complex systems.
- Developed and executed a new onboarding training structure, leading to improved staff retention and performance.
- Reviewed and improved departmental processes, demonstrating a skill for optimising operational efficiency.
- Managed multiple projects and staff training.

PSA Finance**April 2017 - April 2019****Customer Services Call Centre Manager**

Responsible for leading the team in achieving high service levels in a busy and changing call centre environment. Reflecting leadership and team management skills.

Accomplishments:

- Managed recruitment, training, and coaching of the team.
- Analysed call centre data for process improvements, driving efficiency and customer satisfaction.
- Designed and managed staff incentives and performance, fostering an engaging work environment.

Santander Consumer Finance UK**Jan 2011 - April 2017****Various admin and leadership roles**

Throughout my career at SCUK, I have held various roles, always keen to learn as much as I could and improve my skills.

EDUCATION

The University of Brighton**Sept 2021 - June 2024****BSc (Hons) Computer Science for Games**

Created a Procedural Generation engine for unique and replayable game worlds for the final year dissertation project using Unreal Engine 5, utilising project management, programming and development skills.

Key Modules and grades:

- Dissertation Project: A
- Programming Languages: A+
- Game Design and Development: A
- Games Programming: A
- Programming Languages: A+
- Game Development Frameworks: A+
- Web-Based Game Development: A
- Game Engine Fundamentals: B
- Artificial Intelligence for Games: B

The Open University**Jan 2016 - May 2018**

Diploma of Higher Education in Business Management

PRINCE2 Project Management**December 2014**

AXELOS Global Foundation and Practitioner

Chartered Institute of Management**June 2013**

Level 3 Certificate in First line Management

St. Wilfrid's School & Sixth Form**Sept 2003 - May 2010**

3 A-levels at B-C grade in Biology, Psychology and Sociology. 1 AS level in Philosophy with ethics.
12 GCSEs including math, English, and science at B-C grade.

References available on request