

CHRIS COOPER

HIGH WYCOMBE, BUCKINGHAMSHIRE

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PROFILE

I am a highly-motivated and personable technologist with 6 years experience in the corporate travel industry. Over this time I have gained experience in technical support, product development and agile project management. More recently, I have embarked on a journey to become a self-taught developer. I am looking for a role at an innovative technology company where I can continue learning and provide value as a developer.

SKILLS

I have experience working with HTML, CSS, JavaScript, jQuery, Sass, Bootstrap and the MERN stack (MongoDB, Express, React, and Node). I am currently learning TypeScript and more about Test Driven Development using Jest.

EXPERIENCE

HEAD OF TECHNOLOGY & PRODUCT DEVELOPMENT, BUSINESS FIRST PARTNERSHIP,
BEACONSFIELD, BUCKINGHAMSHIRE – NOVEMBER 2014-PRESENT

I started as a Junior Sales Executive making cold calls to PAs and Travel Managers. After one month I took it upon myself to standardise a large dataset contained in the company CRM system and set up automated, targeted and ultimately effective email campaigns. I was then put forward to provide technical support and implement an enterprise Online Booking Tool (OBT) for one of our largest clients at the time. This role quickly expanded and I received a promotion to lead a new department to source and implement a suite of Travel Technology products. This involved:

- 50+ OBT implementations for which I lead the configuration, on-site and virtual client training, technical support and site optimisation, working with global stakeholders and travel agency partners
- Set up of bespoke reporting tools (PowerBI, Analytix and iBank) used for both internal Management Information and external client travel reporting
- Creating complex pre-trip approval workflows (Trondent AuthoriserPro) and integrating them to our online and offline booking systems
- Implementation of two travel Risk Management platforms (WorldAware and Anvil) and numerous other travel technology white-label and 3rd party products

As the team grew and I took on two direct reports, I introduced Kanban project management and weekly stand-ups. I personally also grew a lot over the last few years, both in my technical and interpersonal skills, which I look forward to improving upon in my next role.

EDUCATION

SOUTHAMPTON SOLENT UNIVERSITY, BSC (HONS) GEOGRAPHY: 2:1 - 2011-2014

CHESHAM GRAMMAR SCHOOL, A LEVEL - 2009-2011

AMERSHAM SCHOOL, GSCE - 2007-2009

FULL EXPERIENCE AND EDUCATION AVAILABLE ON MY [LINKEDIN](#)