

# CHRIS COOPER

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HIGH WYCOMBE, BUCKINGHAMSHIRE

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## PROFILE

I am a tech enthusiast with 6 years business travel technology experience. I am looking for a developer role at an innovative company where I can provide added value utilising my other IT, business and interpersonal skills.

## SKILLS

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

## EXPERIENCE

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

I joined BFP as a graduate trainee and have since gained 6 years' experience working in sales, technical support and product development roles. Of these, my real passion lies in development and this is the area in which I have now decided to specialise and pursue my career.

My first post was in the sales team where I noticed that the CRM system could be better utilised by setting up automated and targeted email campaigns, powered by a large dataset collected over many years prior. I asked for the opportunity to develop this within CRM system which proved to be much more effective and efficient than the previous approach. On the back of this, I was asked to provide technical support and implement an enterprise Online Booking Tool (OBT) for one of BFP's largest clients. The expansion of this role led to my promotion to head a new team to source and implement a new corporate suite of Travel Technology products. This involved:

- 50+ OBT implementations for which I lead the configuration, on-site client training, technical support and site optimisation, working with global stakeholders and travel agency partners
- Set up of bespoke reporting tools (Analytix, iBank and PowerBI) used for both internal Management Information and external client travel reporting
- The creation of complex pre-trip approval workflows (AuthoriserPro) and the integration of them into BFP's 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

To support the team's growth, I introduced Kanban project management and weekly stand-ups. I am committed to my own continual professional development and constantly strive to learn new things - both in the work environment and in my own time.

## 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](#)