

**Personal Details:**

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**Profile:**

I am a hard working, motivated person and set extremely high standards for myself. Studying Physics has given me a very analytical approach to solving problems. During my education I balanced my studies with an elite athlete lifestyle. More recently I have been more than capable of balancing the demands of the GB development training programme with the expectations and deliverables of a full-time workload at one of the fastest growing telecommunications company in the UK.

In addition to this I have experience creating a successful business and have had to identify creative solutions to problems. I enjoy the demanding nature of these commitments and have learned how to manage my time effectively and efficiently.

**Qualifications and Skills:****Durham University BSc (Hons) (June 2014)**  
Physics 2.1

- Extensive knowledge of Microsoft Word, Excel and Powerpoint

**A Levels (June 2010)**

Mathematics A\*  
Chemistry A  
Physics A  
Further Mathematics B

- Programming basic software using Python and preparing documents with LaTeX
- Learning basics of C# and .NET Framework
- Level 2 British Rowing Coach

**GCSE's (June 2008)**

7 A\*, 2 A, 1 B

- Full clean UK Driving Licence

**Experience:****Billing Analyst, Fidelity Group, May 2015 - March 2016**

- The role consisted of three parts.
- Bill Run Manager:
  - Produced the monthly invoices for customers, white-label and wholesale partners, totalling in excess of £1 million.
  - Worked with IT director to identify and deliver improvements and alterations to the in-house billing platform.
  - Analysed supplier costs, monthly review of customers with non-standard calling patterns and identified if switching suppliers would be more cost effective.
- Pre-sales support:
  - Helped manage and support the sales team, generating new leads and targeting existing clients.
  - Built deal calculators to help work out profit margins and viable discounts that could be offered.
  - Analysed the services that potential clients had with competitors and advised sales team appropriate products.
- Brought in-house billing platform to market:
  - Worked with IT director to develop and streamline the platform in order to be licensed to other companies.
  - Identified potential billing platform partners and created strategy to on-board new clients in a manageable and effective way.
  - Delivered invoice production training to new partners and determine if viable to up-sell further products and services.

**Self-Employed Builder, Watlington, July 2014 - April 2015.**

- Set-up as sole trader doing building and restoration work.
- Furthered understanding in all aspects of business from basic accounting, budgeting and quotations.
- Negotiated price on necessary equipment and materials.
- Built healthy customer base through client experience and local advertising.
- Learnt to manage customer expectations whilst completing the work to a high standard.

**Elite Athlete, GB Development Programme, Leander Club, July 2014 - July 2016.**

- Invited to be a member of the GB Development programme through Leander Club.
- Consistently met the expectations of the coaching team and treated training in a professional, business-like manner.
- Managed training and working commitments to deliver goals and targets.

**Team Project, Durham, January 2014 - March 2014.**

- Research commissioned by Procter & Gamble to explore new techniques to identify quantity and composition of stains on hard and soft surfaces.
- Involved extensive reading around the subject and organising use of equipment with a current PhD student.
- Presented solution to executives from P&G's innovation centre in Newcastle.
- Research formed the basis of a significant development in their testing procedures.

**Men's Captain (Elect), Durham University Boat Club, May 2012 - July 2013.**

- Worked closely with the Director of Rowing in a fast paced atmosphere to develop a successful team.
- Tasks included organising transport, accommodation, motivation and management of the squads, race entries and the training programme.
- Steered the team to deliver the best ever performance by any club at the University Rowing Championships, securing top spot on the medal table.
- A number of individuals have gone on to compete at the Rio Olympic Games and World Rowing Championships this year.