

ALAN DRENNAN

Amsterdam | Netherlands

• Tel: +31 686287306 • alan.drennan@live.nl •

[LinkedIn Profile](#) [Online CV](#)

Data Management | Project Manager | Tech Support Manager | Web Content Editor | Team Lead

22+ years' history turning break-even technical projects into profitable projects through delivery of cost saving solutions, enhancing processes and design.

AREAS OF EXPERTISE

- IT leader in planning, monitoring and driving on-time, on budget delivery of process improvement solutions utilising complex technology.
 - Known for building bridges between technology and business divisions to eliminate legacy conflicts, improve understanding and co-operation which drives overall project results.
 - Experienced hiring, staff supervision, strategic planning, and reporting. Along with proven team motivation and coaching abilities, I have strong leadership skills to take initiative and increase organisational effectiveness.
 - Outstanding interpersonal communication skills to coach users, troubleshoot system issues, and ensure total client satisfaction. Expertise in MS Office Suite and basic knowledge of Salesforce, Sitecore, HTML, CSS, SASS JavaScript and Adobe design tools.
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Professional Experience

Freelance Web Designer, Amsterdam

(7/2018 – present)

Web Design & Maintenance using HTML5, CSS3/SASS, JavaScript, git, Bootstrap, WordPress & Adobe suite. Currently learning Vue.js so I can get into web application development and UI/UX design. Sketch out rough draft and wireframe. Build to spec and test functionality. I continue to develop skills like node.js with a view to becoming full stack MERN and MEVN eventually.

Pitney Bowes, Dublin, Ireland

Customer Service Representative (6/2017 – 7/2018)

B2B Tier 2 Customer service Specialist for Logistics and logistics analyst. Working with eBay GSP Logistics and BorderFree finance and logistics I coordinated with vendors to improve processes and customer experience. Process refunds and manage PayPal and CyberSource accounts. Reduced list processing turnaround from 40 hours per week to around 12 by implementing a new process for efficient data management and reporting improvements. Continue to perform process analysis in dealing with client to coordinate large project implementation.

Laureate Online Education, Amsterdam, Netherlands

Academic Operations Specialist (2/2011 – 5/2017)

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Designed a system for the progression of more than 6000 students engaged in the master's and doctorate degrees at the University of Liverpool online and the University of Roehampton-London online. Prepared reports and introduced processes that enable the support staff to maximise student readiness. Apply common tools that include IBM Cognos, MS Access, and Excel to provide business insights. Specialised in using LibGuides, Smartsheet and Dreamweaver to ensure on-time delivery of transition projects and all operational processes. Organise impact assessments, recommend improvements to third party software, and provide training to support staff.

Key Achievements:

- Used the system to identify all eligible students who were not necessarily visible otherwise and enrolled them in the programme, which significantly improved overall revenue.
- Played an integral role in upgrading the e-book code distribution process from a mail merge based system to the Vital Source platform that reduced wastage and saved resources.
- Liaised with SMEs', product and programme managers to ensure viability of the products and smooth implementation of processes.

Dell Solution Centre (Benelux Countries) Sykes Enterprises B.V., Amsterdam, Netherlands

Team Manager (11/2008 – 11/2009)

Led a staff of 18 to 23 First- and Second-line Technical Support and prepared daily/weekly/monthly reports highlighting financial & SLA performance. Designed and reviewed processes, executed improvements, and analysed the incident life cycle along with available resources. Coached new and existing agents on technical and customer engagement soft skills to ensure a high customer service level.

Key Achievements:

- Streamlined vital services that included billing and order processing, which increased part sales significantly.
- Organised well formulated regular staff reviews to ensure maximum productivity and excellent level of performance.

TomTom International B.V. Amsterdam, Netherlands

Customer Service Rep (6/2007 – 10/2008)

Provided telephonic technical assistance to customers from all over the UK, the Benelux area, and the Nordic countries for satellite navigation systems and PC software.

Key Achievements:

- Specialised in troubleshooting, managed difficult customers, and attained consistent 80% customer satisfaction.

Moviebank Franchise Dvend Ltd., Edinburgh, UK

General Manager (12/2004 – 6/2007)

Directed all administrative and accounting functions that included budgeting, bookkeeping, inventory management, and filing tax returns. Oversaw sales and marketing operations, ensuring a high level of customer service, and designed POS

material. Designed, built and managed internet cafe IT networking in multiple locations.

Standard Life Bank, Edinburgh, UK

Contact Centre Representative (9/2001 - 12/2004)

Shared deep knowledge of products and their implications in terms of cost and underwriting with customers on processing mortgage applications. Designed and executed new processes for specialised products that included offset mortgage. Won multiple awards for providing excellent customer service.

Additional Experience

Logistics Manager and Tech Support, Allied Brands International, New York, USA

Bar manager, The Ceilidh Place, Ullapool, Scotland