

# ALAN DRENNAN

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[LinkedIn Profile](#) | 18 RECOMMENDATIONS | 32 CERTIFICATES

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## Team Lead | Education Management | Tech Support | Administrator | Web Content Maintenance

*28 years of experience 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, streamlining 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, 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 Creative Suite**.
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## Professional Experience

### Freelance Web Designer

Llandudno, Wales From: July 2018 – present

Web Design & Maintenance using HTML5, CSS3/SASS, JavaScript, git, Bootstrap, Adobe Creative suite. Specialise in custom sites avoiding frameworks that encourage monotony. Always reducing dependence on JavaScript with CSS/SASS solutions. Data privacy and site security is my starting point.

### Pitney Bowes, Dublin, Ireland

**Customer Service Representative From:** June 2017 – July 2018

B2B Tier 2 Customer service Specialist for Logistics and logistics analyst. Working with eBay GSP Logistics and BorderFree finance and logistics.

- Coordinate with logistics 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 utilising more efficient data management and reporting techniques.
- Perform process analysis with clients to coordinate complex process implementation. Support and coach staff ensuring consistent customer experience.

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Laureate Online Education, Amsterdam, Netherlands

**Academic Operations Specialist** From: Feb 2011 – May 2017 Designed an automated database solution streamlining the progression of more than 6000 master's and doctorate students at the University of Liverpool online and the University of Roehampton-London online. Introduced automated tools to enable sales and support staff to maximise student readiness boosting revenue. Provided business insights with existing tools such as IBM Cognos, MS Access, and Excel increasing efficiency. Specialised in using CMS, and LMS resources to ensure smooth transition during system upgrade projects ensuring robust operational process integrity. Consult with impact assessments, recommend improvements to third party software vendors and provide training to update sales & support depts.

*Key Achievements:*

- Created automated tools identifying all eligible students otherwise not visible with existing processes to enrol them in their programme significantly improving overall revenue.
- Was the driving factor in upgrading the required class resource distribution process from a mail-merge based system to a Blackboard Building block/Vital Source platform saving department resources and improving customer experience.
- Continuous relationship building and coordinating stake-holders, SMEs', Product Managers and Faculty Managers to future-proof product and material viability and seamless upgrade implementation.

Caring For Elders From: Dec 2009 to Jan 2011

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

**Team Manager** From: Nov 2008 – Nov 2009

Led a team of 18 to 23 First and Second-line Technical Support. Produced financial & SLA performance reports with analysis. Designed new and reviewed existing process improvements, Analysed the incident life cycle providing deeper insights. Coached new and existing agents on technical and customer engagement soft skills to ensure a high customer service level.

*Key Achievements:*

- Streamlined billing and order process increasing service & part sales significantly.
- Used meetings and reviews to engage staff maximising motivation & performance level and reducing staff downtime.

TomTom International B.V. Amsterdam, Netherlands

**Customer Service Rep** From: June 2007 – Oct 2008

Tech support for customers from the UK, Benelux and the Nordic countries for satellite navigation systems and PC software through telephone & email.

*Key Achievements:*

- Specialised in troubleshooting & managing difficult cases, and attained consistent 80% customer satisfaction.
- Trained & coached new staff.

Moviebank Franchise Dvnd Ltd., Edinburgh, UK

**General Manager** From: Dec 2004 – June 2007

Owned all administrative and accounting functions including budgeting, bookkeeping, inventory management and filing tax returns. Developed sales, marketing operations and POS material. Designed, built and managed internet cafe IT networking in multiple locations.

Standard Life Bank, Edinburgh, UK

**Contact Centre Representative** From: Sep 2001 – Dec 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

From: July 1998 – July 2001

Travelling From: June 1996 – June 1998

**Bar manager**, The Ceilidh Place, Ullapool, Scotland

From: June 1993 – June 1996

Recent Certificates:

Instructional Design and Technology: Learning Theories

University System of Maryland

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Instructional Design Models

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