

ALAN DRENNAN

• Llandudno, Wales - Tel: +44 7453651860 - alan.drennan@outlook.com

[LinkedIn Profile](#) [ONLINE CV](#) [ALT LINK](#)

«Alan is exceptional at data management and reporting with attention to detail and a genuine care for accuracy and consistency. He can delve into the details without losing sight of the big picture and the overarching goal of the organization. He is a team player who always offers to assist others when workload is high. It was a pleasure to work alongside Alan.»

Chelsey Watts

Director of Global Programs and Partnerships Feliciano School of Business Montclair State University NJ

Professional Experience

IT & Systems Support

CSF Leak Association Charity July 2021 - present

Web Maintenance, IT & Systems Support for M365, Google Workspace and Craft CMS. This is voluntary charity work on an as-needed basis helping out with whatever is necessary.

Administrative Support

BCU Health Board NHS North Wales, Aug 2022 - Present

Administrative Support on a temporary basis through the BANK Workforce & Organisational Development unit.

Freelance Web Designer

Llandudno, Wales July 2018 – present

I enjoy building out designs and only using HTML, CSS/SASS and minimal JavaScript making the sites reliable across platforms and browsers. I like to be able to control every pixel and avoid frameworks and apps such as WordPress for security reasons and to avoid monotony. While JQuery and other frameworks can be extremely useful I try to keep this as light weight as possible. This forces my own development to learn new tricks and research new technologies and new methodologies. Feeling empowered by learning new methods is my idea of fun.

Customer Service Representative

Pitney Bowes Dublin, Ireland 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.

- 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.

«Alan taught me what true customer advocacy is and set a high watermark that our team still strives towards. Alan also has an uncanny skill of seeing business processes from multiple angles and finding new methods for improvement and automation. He uses data analysis and collaboration across teams and vendors to bring more efficient methods of work. Alan brings humour and lightness to stressful situations while also giving strong practical advice where needed. He is a team player and a team star who can carry and guide his teammates in the right direction. I have no hesitation in vouching for Alan's abilities, work ethic and character.» - Keith Walsh - Pitney Bowes

Academic Operations Specialist

Laureate Online Education, Amsterdam, Netherlands Feb 2011 – May 2017

I was part of a small operations team that would serve all the other departments with a mission to ensure the smooth running of the business and student life cycle. I had set responsibilities with regards to smooth term to term enrollment transition, materials development and distribution. I also used my knowledge of our system tools to improve existing processes to eliminate errors and reduce workload.

Since we had more than 6000 master's and doctorate students from the University of Liverpool online and the University of Roehampton-London online at any given time, I recognized the need for quality automation. In collaboration with IT and education experts I was able to make some important changes to the management of student data and improve our term-on-term enrollment and retention using a combination of SharePoint, MS Access and IBM Cognos. Here is what some of those experts had to say about my work.

«Alan is a voracious learner and will always take the initiative to learn a new skill. In the time I've worked with him I have been impressed with his ability and drive. He is an excellent problem solver and can always be counted on to come up with creative ideas to solve business problems. He is both reliable and pragmatic and he's a pleasure to work with.» - **April Arendsen - Solution Architect | Software Developer**

«I worked with Alan for several years while we were both at Laureate in Amsterdam. I always regarded Alan with the utmost respect as someone who could always be relied upon not only to deliver what was asked, but also always to 'go that extra mile' in finding ways to make our operations more effective on his own initiative. I know that this was the general opinion of his work. He will be a great asset to any organisation in managing effective student or client operations.» - **Craig Marsh - Pro-Vice-Chancellor and Director, Lincoln International Business School at University of Lincoln**

I really enjoyed this work and have many more recommendations on my LinkedIn and on my online CV at <https://drennan.digital>

Team Manager

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

«Alan is a dedicated manager. For both employer, as well as his clients, he has always held the virtue commitment high. Being precise, resourceful and trustworthy, Alan has been well esteemed by his team as well as his direct colleagues. He can be characterized as a pragmatic manager with a human approach; he gained strong loyalty from his team. He considers good communication a crucial aspect of running the business, and prefers to be clear, transparent and to the point, with a humorous twist at times. I loved working with Alan.» - **Jolan Kooi - HR Director Sykes Enterprises B.V., Netherlands**

Customer Service Rep

TomTom International B.V., Amsterdam, Netherlands 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.

«I worked with Alan on a daily basis, troubleshooting a wide variety of technical challenges. I found him to be hard-working, intelligent and tenacious, always unafraid to give his honest opinion. Alan is also an extremely loyal person, with a strong sense of justice. Treat him well and you'll have a friend and an ally for life. I enjoyed working with Alan, and would do so again without hesitation.» - **Rory Carr**

Quality & Service Manager at TomTom, Amsterdam, Netherlands

General Manager - Moviebank Franchise, Edinburgh, Scotland

Customer Service Rep - Standard Life, Edinburgh, Scotland

Logistics Director - Allied Brands, Ronkonkoma, New York