

Harry Sibbenga

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As a graduate in Physics and Mathematics I am looking for a position where I can apply my numerical, analytical and research-based skills gained throughout my academic and work experience in a challenging field. I like working as a team and enjoy learning new skills. Currently I have gained an interest in web development and programming, i have been doing a course to become a Full Stack Web Developer for 3 months so far.

Education & Qualifications

2011 - 2014 - Full time student at Nottingham Trent university

BSc (Hons) Physics degree

- 1st Year - Matter : Evidence of Quantisation, Ideas Of Motion, Mathematical techniques, Concepts of Astronomy and Cosmology, Introduction to lab software, Lab instrument and Physics skills.
- 2nd Year - Optics & Semi-conductors, Fundamental Forces, Ionising radiation and Non-invasive imaging, Thermal and environmental Physics, Digital techniques and the Quantum world.
- 3rd Year - Condensed Matter, Physics and Technology of Nuclear reactors, Advanced Modern Physics(consists of Advanced Quantum Mechanics and Special Relativity), Project on Nano magnets and Advanced experimental techniques.

2006 - 2011 - Full time student at St-Pauls Catholic School

- GCE A Levels in Maths(C), Physics (C), Chemistry(C)
- GCSE's in 8 subjects including Maths, Science and English.

Work Experience

• 2017 - Now TSYS Managed Services Account Research Specialist

- As an account research specialist my duties are to understand customers circumstances to find out why they missed a payment or cannot make payments and determine what best payment plans they can qualify for going forward. This role is very demanding because i need to pay attention to the customer and probe them to get an understanding of how and why they got into arrears or financial difficulties and how we can help them going forward.

• 2017 - 2018 Marketforce Customer Services Advisor

- I am required to take complaints for Pizza Hut and KFC customers to resolve any queries that arise from their orders or experiences upon visiting the restaurants. I have to resolve any issues that may arise such as refunds, missing items and disputes they may have had with members of staff by logging complaints and providing a resolution in the form of gift cards/vouchers, refunds or call backs form Senior Management and escalations if need be.

• 2016 - 2017 TSYS Managed Services Customer Service Representative

- This role involves processing debit card payments. Providing assistance with balance requests, password set up and all general customer requests for information concerning the type of product the customer has with Virgin Money. Dealing with all complaints in accordance with the internal complaints procedure. Logging any resolved complaints or escalations and unresolved complaints that may arise. Escalating any potential problems and feed-

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back from customers to the management team. Resolving any of non-technical queries the customer might have.

- **2014 - 2016 Scotts Menswear Supervisor**

- This role required me to provide customers with excellent customer service and up to date information on our new products and services in-store and making sure all staff can provide the same service on a daily basis. I was also in charge of the store which required allot of responsibility such as delegating jobs to staff members so that we could manage the whole store making sure all stock is replenished and our best sellers are focal throughout the store whilst keeping up to date with figures.

- **2013 - Worked at Waitrose warehouse(Manpower Agency)**

- My responsibilities were to pick and pack items into the right sections so they arrived to the correct Waitrose branch within the county.

- **2011 - Customer Assistant (Clerk) at Domino's Pizza.**

- This job required for me to take orders from customers on the phone as well as customers in store and ensure the correct order is dispatched to the right customer.

- **2009 - Customer Assistant at H&M.**

- My main responsibilities were to sort out new stock by make sure all the clothing was tagged before putting them on display and assist customers in a polite manor as expected.

Programming Languages

- HTML / HTML5
- CSS / CSS3
- JavaScript / jQuery
- Learning Python, Django and MongoDB
- Learning SQL

Skills

- I have experience in using Excel to make graphs and extrapolate data to form reports and come to conclusions.
- Can use Micros, V-lookups and Pivot tables.
- Fluent in using the TS2 system.
- Strong problem solving skills.
- Good with customers consistently get good reviews
- Numeracy skills using mathematics to find solutions to scientific problems for interpreting and presenting information graphically to come to a conclusion.
- Practical skills - can plan, execute and report experiments, using technical equipment and paying attention to detail.
- I have some ICT experience in using the following software: C++, Lab-view, Mathlab and Image J.

References

Available on request.