

Laurie Anderson

34 All Saint Road, Sittingbourne, Kent, ME10 3PB

07701039740

LaurieAnderson92@Hotmail.co.uk
www.linkedin.com/in/laurieanderson92

Employment

2nd October 2023 - 8th December 2023	Helpdesk Manager - Ruleguard/ Software Solutions Ltd Achievements Include: <ul style="list-style-type: none">• Acting as the Technical Officer during large scale issues to work with various teams on a solution within Service Level Agreements and Critical Incident Management Expectations• Being Solely responsible for incoming queries• Triaging issues based on severity of issue and business strategy• Creating new processes for an outdated structure on Freshdesk• Updating a reactive approach to CX to a new proactive approach to case management• Creating a knowledge base for customers to self resolve articles.• Incorporating AI into the processes to work smarter, not harder.
29th March 2018 - 30th September 2023	Support Engineer/In Region Support – SAP – Product Support: Concur Responsibilities Included: <ul style="list-style-type: none">• Acting as the Technical Officer during large scale issues to work with various teams on a solution within Service Level Agreements and Critical Incident Management Expectations• Reviewing and Implementing Projects that changed key policies and SOPs for day to day work including Automation, self-assignment, and Triage of R&D level issues• Triaging cases via CRM software to meet initial response time• Provide extensive support to multiple teams using SQL to extract and modify data in the software's RDBMS after finding the Data via the SCHEMA in a NoSQL database.• Takeover/assisting with escalated cases and interacting with strategic clients to provide the best CX possible• Became a Subject Matter Expert for a product with a problematic rollout hosted entirely in AWS, by self-education and establishing relationships with the development team.• Completing and delivering Quality Assessment feedback for the EMEA region• Adopting and championing KCS methodology and incorporating it into the team's daily use.• Extensive troubleshooting for the largest product group in the company acting as both 2nd and 3rd tier application support in distinct roles.• Troubleshooting experience with various Single Sign On software such as ADFS and MS Azure• Giving workshops to colleagues both within and without my core support team• Experience with AWS servers and troubleshooting server load for an industry leading software with millions of uses per day
7th April 2016 – 1st August - 6th November 2017	Helpdesk Operator/Health Adviser: RBS, Primecare, Conduit Global Responsibilities Included: <ul style="list-style-type: none">• Meeting weekly quantity and quality criteria• Searching digital databases for customer information• Solving complex cases independently and ensuring criteria for completion was fulfilled• Handling a variety of sensitive documents and classified data• Taking calls and controlling them in a polite yet firm manner.• Solving complex calls quickly and efficiently.• Remaining calm in the face of panicking or agitated patients.
October 2011 - 9th January 2016	Part Time work in: Retail, Bar work, Technical Assistance & Lighting Desk Operator <ul style="list-style-type: none">• Engaging with customers and advising them on products, maximising sales by ensuring I had an intricate knowledge of the stock.• Searching through an online database quickly while maintaining a professional conversation with a customer over the phone.• Working as a team with other Asda Employees to maintain the store front and to synchronise with them to get every job done in time.• Implementing, reviewing, and adapting a new system for access to the money compartment of the Self Scan Machines.• Acting independently and taking on minor management duties during night shifts• Assigning breaks to other employees ensuring that the shop floor was covered efficiently• Learning skills on the job as new products were introduced.• Acting as an authority in the bar area when situations escalated

Key Experience and Achievements

5+ years of experience navigating Databases thoroughly and picking up the SCHEMA quickly.	Obtained a master's degree in Drama (Final Year Specialising in directing and script writing).
2+ years participating and implementing Phase 1 of a KCS Methodology rollout.	+7 years of experience in team leadership and leading without authority.
5+ years of SQL experience within an industry leading Cloud software company.	10+ years of giving excellent written and oral customer service experience with difficult and strategic clients.
10+ Years of experience in Troubleshooting and Critical Thinking to find lasting solutions to complex problems while providing clear and transparent updates to clients and suggestions for improvements for repetitive and systemic tasks	5+ years of using CRM software to communicate with the customer while investigating issues within the software via Native UI, Browser Style Sheets, Error logging tools and navigating a Comprehensive SQL database
10+ years in a fast-paced work environment taking on additional responsibilities and rising to meet challenges in dynamic industries.	- A lifetime filled with the use of PC Software including CRM, ERP, Backoffice and RDBMS. Always eager to learn new skills and systems.

Education

January 2024 - Present	Ongoing Study - Learning people- Level 5 Diploma Full Stack software Developer certification training; Not yet graded				
2011 – 2015	University of Kent – MA Performance Art Course; 2:2				
	● Organised and spearheaded +10 theatrical productions		● Four years of Scripted, Improvisation Theatrical training and performing under pressure.		
	● Led and directed a theatre group, utilising everyone’s individual strengths		● Kept detailed and concise notes and minutes with strict attention to detail.		
	● Competed paperwork to a professional industry standard		● Acted as an event coordinator for a Society		
	Extensive experience in reading a room and empathising with an audience, gauging their unstated expectations, and delighting them.				
2009 – 2011	Hundred of Hoo Comprehensive School:				
	A Levels and AS				
	Level 3 BTEC Diploma in Performing Arts		D*DD		
	AS in Film Studies		D		
2004 -2009	10 GCSEs including:				
	Level 2 BTEC Engineering		AA	Drama	A*
	English Literature		B	Maths	B
	Level 2 BTEC I.C.T		M	Science	B

References Available Upon Request