

Leigh Shaun Brown

Service Delivery / Team Manager



PERSONAL DETAILS

Email: leighschaun.brown@gmail.com
Cell number: 081 584 7740
Languages: English, Afrikaans
Address: 25 Combrinck Street, Bothasig
Drivers: Yes, Code 08
Nationality: South African

TECHNICAL SKILLS

HTML5, CSS3 and Javascript
C#
Python
SQL
T-SQL
.NET MVC
Django
Docker
Github
MS Azure
AWS
GCS
Ms Office
Zendesk
Looker
Power BI

BIOGRAPHY

Whilst being passionate within technology, I'm seeking to transition into a career within software development, support systems analysis or data analytics.

Recently obtained certifications in data analytics and software engineering.

My technical abilities and strong work ethic enables me to make a valuable contribution to any organisation, if given the right opportunity.

EDUCATION

MATRIC 2009
Bosmansdam High School

Subjects: English / Afrikaans / Computer Applications Technology / Business / Tourism / Maths Literacy / Life Orientation

SOFTWARE DEVELOPMENT 2022
IT Academy

SOFTWARE ENGINEERING BOOTCAMP 2022
Hyperion Dev (University of Edinburgh)

CERTIFICATIONS

Data Analysis (Python)
Scientific Computing (Python)
Restful API's

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ADDITIONAL SKILLS

- Strong communication and interpersonal skills
- Proficiency with various software and tools
- Data analysis and Management
- Strong problem-solving and critical thinking abilities
- Strong attention to detail and ability to meet deadlines

WORK EXPERIENCE

Cloud Administrators Lead

Mr D Takealot.com (E-Commerce)
July 2022 to Present

- Maintaining internal Driver Databases
- On boarding of new drivers to driver network
- Document compliance and verification
- Analyzing driver performance and preparing reports for Senior Management
- Lead a team of 5 administrators, responsible for Mr D Takealot driver supply
- Compliance documents get loaded to platforms, as a profile for the driver, for them to receive orders and do deliveries, we can monitor their performance this way, and delivery times, orders and shifts
- Drivers are independently contracted so they choose shifts and we keep track of drivers
- Monitor performance metrics and report on that weekly
- Work closely with the business analytics team to get my data to prepare reports for all stakeholders
- Recruitment of drivers
- Performance marketing and advertising on social media platforms
- Call to action of drivers who want to start, then we do on boarding

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Senior Team Manager

Sell Direct Marketing

December 2011 – September 2021

- Lead a team of 120-140 Outbound Call Centre agents with an average of 5-7 Sales team Leaders as direct reports
- Telesales for Telkom, LTE, broadband, internet and mobile sales, after sales service and customer service
- Build high performing teams
- Built response models and databases
- An account manager to deal with handset managers and service providers for cost deals and devices and report back to them on sales forecasts and metrics, market share, conversion rates
- Drive sales, revenue targets both individually and towards the overall objectives of the business
- Developed quality employees within call center to take over leadership positions.
- Determined quality assurance benchmarks and set standards for improvement.
- Maintained call center equipment in good working order to maximize productivity.
- Created clear and effective policies governing all aspects of employee work and interaction with customers.
- Established and oversaw performance targets for call center associates.
- Estimated expected changes in business operations and made proactive adjustments to employee schedules and inventory levels to address needs.
- Set aggressive targets for employees to drive company success and strengthen motivation.
- Managed internal operational standards and productivity targets for Sales figures.
- Directed training and retraining of employees to boost performance and enhance business results.
- Managed revenue models, process flows, operations support and customer engagement strategies.
- Initiated new sales and marketing plans for product roll-outs, including developing sales, distribution and media strategy.

Reason for leaving: Career advancement

Service Delivery Manager

Boldr Impact (Tech BPO)

September 2021 – June 2022

- Technical support to 2 clients, SaaS companies
- Managing 2 teams of Technical support agents and team managers, 8 across both clients
- Escalation point to Team Managers
- Reporting and analysis on performance against client KPI's

Reason for leaving: Better opportunity

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REFERENCES

1. **Boldr**

Referee: Eric Carpio
Position: Director
Contact number: +63 9209 453 742
E-mail: ecarpio@boldrimpact.com

2. **Sell Direct Marketing**

Referee: Nabeweya Majiet
Position: Customer Service Manager
Contact number: 084 278 9679
E-mail: nabeweya.majiet@seldirect.co.za

3. **Mr D Food**

Referee: Thabani Dube
Position: Operations Manager
Contact number: 084 797 3977