

Alex Jenkinson

EXPERIENCE

Monzo – *Quality Assessor*

NOVEMBER 2023 – PRESENT

- Ensuring adherence to the highest standards and improved process robustness.
- Collaborating cross-departmentally to ensure regulatory compliance.
- Reviewing end-to-end processes and journeys, identifying areas for improvement.
- Led key pulse check projects, developing and maintaining dynamic dashboards to monitor volume and scheduling, alongside managing complex spreadsheets to provide actionable insights to stakeholders.

APRIL 2024 – PRESENT

- Approached a senior web engineer to lead the migration of our internal React TypeScript web application, integrating a theme provider to enhance flexibility and user experience.
- Assumed responsibility for maintaining and modernising the parts of the application I'm migrating by replacing deprecated dependencies, ensuring continued stability and performance.
- Efficiently triaged and developed quality-of-life features based on user feedback on Slack, significantly improving user satisfaction and productivity.

Monzo – *Card Payment Disputes Expert*

JANUARY 2023 – OCTOBER 2023

- Managed chargeback lifecycle with Mastercard, serving as an escalation point.
- Conducted risk assessments and worked across departments to improve processes.

ACHIEVEMENTS WHILE IN THE ROLE:

- Collaborated on department-wide communication processes, enhancing efficiency.
- Proposed a task migration initiative, resulting in reduced handling time and costs.
- Led the renaming of a historic task to streamline escalations.
- Proactively diagnosed and resolved a security incident.

Monzo – *Card Payment Disputes Evolve*

AUGUST 2022 – JANUARY 2023

- Processed first chargebacks and acted as the primary escalation point.
- Conducted risk assessments and made exit decisions when necessary.

Monzo – *Customer Service Advisor*

APRIL 2022 – AUGUST 2022

- Provided support across various customer service platforms.
- Actively improved tooling and offered coaching to teammates.

Wilkos – *Customer Service Assistant*

OCTOBER 2021 – APRIL 2022

Freelance – *Video Editor*

FEBRUARY 2021 – APRIL 2022

- Edited over 50 engaging long-form videos, collaborating with content creators.
- Produced brand-focused content for major platforms, including YouTube, TikTok, and Twitter, using a variety of video editing and visual effects software.

Hull University Union – *Sound & Light Technician*

OCTOBER 2019 – MAY 2021

- Successfully managed audio and visual setups for multi-venue events, taking on roles such as technical director, lighting operator, and sound engineer.
- Ensured venue compliance with health and safety regulations and worked with staff to maintain safety standards.

McDonalds – *Crew Member*

JULY 2016 – AUGUST 2018

EDUCATION

University of Hull – *Bachelor of Science Computer Science with Software Engineering*

SEPTEMBER 2018 – SEPTEMBER 2021, HULL

Relevant coursework included Sustainable Computing, Object-Oriented Programming, Networking, Agile Software Development, Systems Analysis, Design and Process, Languages and their Compilers, Starting and Managing a High-Tech Business, Computer Systems Infrastructure and Management.

Achieved an ordinary degree overall.

Hall Cross Academy, Doncaster – *Cambridge Technical Diploma & A Level*

SEPTEMBER 2016 – AUGUST 2018, DONCASTER

-Awarded a DD in Cambridge Technical Diploma and a C in Computer Science.

Balby Carr Community Academy, Doncaster – *GCSEs*

SEPTEMBER 2011 – AUGUST 2016, DONCASTER

Attained 3 As, 2 Bs, and 4 Cs.