



# Richard Higenbottam

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## Profile

A highly driven software developer with background in finance and investments. A relentless problem solver who is passionate about finding elegant solutions. An exception team member who always has a voice during team meetings.



## Work Experience

2021 – present  
United Kingdom

### Frontend Developer Freelance

- Building responsive web pages.
- Making changes (fixing/upgrading) to existing applications.
- Responsible for the development and implementation of web applications based on client's requirement.
- Built websites using ReactJS/ NextJS.
- Completely updated and redesigned user experience for websites.
- Designing the User Interface.

2021 – present  
United Kingdom

### Director Global Freelance Ltd

- Independently built the website with React, Mongo DB, Nodejs, Express myself.
- Conducted research to support the development of marketing materials.
- Led a team to work on website development and SEO Improvement.
- Lead the onboarding of clients and businesses.
- Managed the production of all advertising campaigns.
- Built the foundation of the company's structure and significantly contributed to its current successful operation.

01/2019 – 08/2021  
United Kingdom

### Customer success manager Union Estate Planning

- Achievement of monthly & quarterly renewal targets by close monitoring of key numbers including feedback, promotion, queries, follow ups, lead generation.
- Building and maintaining relationships across all levels.
- Communication with new and existing clients, driving of new opportunities and business leads.
- Establish and maintain a customer relations management database.
- Effectively document complex issues, accurately maintaining technical record to increase operational success.
- Perform a wide variety of functions to ensure customer satisfaction.

02/2018 – 08/2018  
United Kingdom

### Business development / Customer Success Mercia Fund Managers

- Efficiently boosted fund raising by over 50% from previous funds
- Account management of key stakeholders, acting as a point of contact, building strong client relationships, monitoring service levels through regular internal and external communication, customer service and customer retention.
- Analysed existing and potential markets to identify and secure business



## Work Experience

development opportunities.

- Arranged several seminars and events.
- Building market position by locating, developing, defining, negotiating and closing business relationship.
- Able to do client servicing and opening up new sales accounts, manage account service, development of new sales opportunities and create revenue streams.

01/2017 – 01/2018  
Santiago, Chile

### Forex Broker City Credit Capital

- Selling a FCA regulated Forex and CFD's platform to institutional and retail clients.
- Demonstrated a strong customer service/client relations perspective while servicing client accounts and followed up on leads from potential customers.
- Assisted with business development and marketing initiatives.
- Evaluated complete deal cycle of investment opportunities from initial pitch to closing deal.
- Provide Technical Analysis to clients.
- Manage customer portfolios and onboard referrals.
- Lead team training and development.

01/2017 – 01/2018  
Santiago, Chile

### Financial Advisor Hedgestone Financial

- Led clients through the financial planning process
- Face to face meetings with high net worth individuals.
- Reviewed clients' financial needs and goals
- Developed and implemented financial plans
- Provided investment management and advice
- Coordinated with other professionals to provide comprehensive financial planning services
- Managed client relationships and received referrals.

05/2016 – 01/2017  
Santiago, Chile

### Senior business development associate Caledonian International Associates

6 Month Contract role.

- Account management of key stakeholders, acting as a point of contact, building strong client relationships, monitoring service levels through regular internal and external communication, customer service and customer retention.
- Achievement of monthly & quarterly renewal targets by close monitoring of key numbers including feedback, promotion, queries, follow ups, lead generation.
- Building and maintaining relationships across all levels.
- Communicating new product developments to prospective clients.
- Establish and maintain a customer relations management database.
- Prospect for potential new clients and turn this into increased business.
- Work with team to develop proposals that speak to the client's needs, concerns, and objectives.

06/2015 – 12/2015  
London, United Kingdom

### Financial consultant deVere

- Managed £7 million in clients money.
- Conducting in-depth reviews of clients' financial circumstances, current provision and future aims.
- Interviewed clients to determine current income, expenses, insurance coverage, tax status, financial objectives, risk tolerance and other information needed to develop a financial plan.
- Profiled and analysed investment products to develop customized financial strategies for clients' financial needs.
- Sold financial products including stocks, bonds and mutual funds. Answered clients' questions about the purposes and details of financial plans and strategies.



## Work Experience

07/2014 – 08/2014  
Beijing, China

### Investment Banking Intern International Venture Alliance

#### Summer Internship

- Customer data verification in an internal databases and processing systems.
- Overseeing the timely circulation of documents in the department.
  - Undertaking research to provide information with financial modelling.
- Create a Business flow chart.
- Exploratory competitor analysis.



## Education

2021 – 2021  
United Kingdom

### Regulated Financial Planning | Level 4 Diploma CII

2011 – 2015  
United Kingdom

### Business Management | BA Hons Manchester Metropolitan University



## Skills

### WEBSITE DEVELOPMENT

Javascript



React



CSS



HTML



NextJS



GraphQL



Firebase



NodeJS



MongoDB



### SALES

Face to Face Client  
Meetings



Business Development



Relationship Management



Customer Retention



Account Management



Full Sale Cycle



## Hobbies



Football



Gym



Travelling