

# RYAN DAYNES

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## SUMMARY

Experienced professional skilled in communication, analytical thinking, and team leadership, with expertise in managing processes and ensuring quality outcomes. In my spare time, I pursue web development as a hobby, honing skills in HTML, CSS, React, and TailwindCSS, aspiring to make it my full-time career. Drawing from data analysis and IT collaboration experience, I prioritize precision and user satisfaction. As Customer Returns Team Leader at Gardner's Books, I analyze data accuracy and drive process improvements. Eager to leverage my analytical expertise and technical foundation in web development roles.

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## STRENGTHS AND EXPERTISE

Communication	MS Office	Team Leadership
Attention to detail	Technical Minded	Fast Learner
Analytical Thinking	Programming	Teamwork

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## PROFESSIONAL EXPERIENCE

### Gardners Books, Eastbourne Customer Returns Team leader

December 2021 - Present

Led a team ensuring efficient customer returns. Developed innovative strategies, facilitated communication with sales, provided comprehensive training, and collaborated on IT projects. Delivered exceptional support, maintained professional communication, and drove continuous process improvement.

#### Accomplishments:

- Led a team of over 6 members, ensuring all customer returns were processed promptly and accurately. Developed innovative strategies to expedite the returns process for team members,
  - enhancing overall efficiency.
  - Established effective communication channels and feedback mechanisms with the sales team to streamline operations.
  - Trained staff on standard operating procedures and comprehensive knowledge of company services.
  - Collaborated with the IT team in designing and improving the returns application.
  - Provided exceptional support and personalized recommendations in response to all customer inquiries and requests.
  - Maintained professional communication with colleagues to foster a collaborative work environment.
  - Proactively sought opportunities to enhance processes and improve the quality of services offered.
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### Retail and Asset Solutions, Bromley Analyst / Check Auditor / Stock Person

November 2020 - December 2021

I tracked inventory trends, generated reports, and conducted stock analysis for clients like Tesco, ensuring data accuracy. I investigated issues, implemented corrective actions, maintained quality assurance, facilitated process improvements, and conducted audits.

#### Accomplishments:

- Investigated root causes of issues and identified effective solutions.
- Utilized analytical tools and techniques to track inventory trends and generate reports for store managers
- Conducted quality assurance to ensure standards were met and facilitated process enhancements.
- Analysed problems to determine necessary troubleshooting methods for swift remediation.
- Ensured smooth check auditing processes and verified alignment of numbers.
- Examined data for errors and implemented corrective actions.
- Conducted detailed stock analysis for major clients, such as Tesco, to reconcile discrepancies between actual stock levels and recorded data.