

# TOMMY KNIGHT

## CURRICULUM VITAE

### CONTACT

- 07568392007
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- Leigh-on-Sea, SS9

### EDUCATION

Full Stack Web Dev Bootcamp  
Epicode School  
Apr - Oct 2021

A/S Levels  
SJW Mathematical School  
Math, Chemistry, Biology, Art  
**A, B, B, A**  
2009/11

GCSE's  
SJW Mathematical School  
**15 A\* - B**  
2007/09

### SKILLS

- Teamwork / Communication
- Working Under Pressure
- Advanced Computer Literacy
- Complex Mathematics
- Strategic Planning
- Problem-Solving
- Conflict Resolution

### HIGHLIGHTS

- I was an Ambassador for Dreams Come True Charity 2013-2016.
- I am a PADI Certified Advanced Scuba Diver.
- I've presented a BAFTA Award for Best Children's Animation.
- I've competed in multiple European Videogame Tournaments.

### PROFILE

From an early age, I've had the privilege of working in over 60 professional productions in the West End, theatre, film, and television, which instilled in me a high level of adaptability, creativity, and collaboration skills. Building on this foundation, I transitioned my passion into tech, specializing in JavaScript web app development, data analysis with SQL, and writing open-source game mods and plug-ins for online communities. I am now seeking a long-term opportunity where I can utilize my unique blend of social, creative and technical skills to make a meaningful contribution to a company.

### WORK EXPERIENCE

#### OPERATIONS TEAM LEADER

HOOD GROUP - TICKER INSURANCE | SOUTHEND-ON-SEA | 2024 - CURRENT

Promoted within Hood Group's management, my role was focused on managing a team of over 40 agents to handle insurance, claims, and underwriting queries. I worked with the client to improve our processes, while rewriting our entire training material and presenting ideas for enhanced task efficiency and work optimisation. I learned how to manage a team effectively, identify areas for improvement, and implement streamlined processes that benefited the entire team.

Contact Natalie Perry  
**01702 419454**

#### CUSTOMER SERVICE AGENT

HOOD GROUP - TICKER INSURANCE | SOUTHEND-ON-SEA | 2023 - 2024

Employed within Hood Group's customer service team for Ticker Car Insurance, delivering support to clientele across various forms of communication. My responsibilities included training other agents on the software, managing payments, handling complaints, and navigating customer insurance enquiries with confidence and knowledge. I became a vital asset in handling the most difficult team tasks.

Contact Dawn Percival  
**01702 419454**

#### CUSTOMER TECHNICAL SUPPORT

VENTRICA - FERRERO | SOUTHEND-ON-SEA | 2022 - 2023

Provided consumers with technical support at Ventrica's office for their client Ferrero, which focused on Thorntons website and the Kinder Egg recall of April 2022. Delivered 1st line support via phone and email for user and payment problems, handled many different types of data mostly using Excel and Zendesk, raised tickets based on feedback of technical issues.

Contact Kayleigh Richards  
**01702 445860**

#### BARISTA

ROCHESTER COFFEE CO. | ROCHESTER | 2019 - 2021

Excelled in customer service as a full-time barista at a local independent coffee shop. Built strong relationships with customers to create a warm and welcoming atmosphere while maintaining a pristine venue. Efficiently managed closing procedures, stock checks, cashing up and locking the shop at the end of the day.

Contact Abi Brett  
**07833612030**

#### CHEF

MICAWBERS FISH BAR & RESTAURANT | ROCHESTER | 2016 - 2017

Efficiently managed high-pressure situations, multitasking to take orders and serve customers in a fast-paced environment.

Contact Dorean Smith  
**07896277870**

#### ACTOR

SELF EMPLOYED | UK, EU, USA | 1999 - 2022

My most notable work includes; Doctor Who (BBC), Waterloo Road (BBC), The Sarah Jane Adventures (CBBC), Victoria (ITV), Glue (E4), The Hippopotamus (Film). I have been involved in many script writing workshops with the National Theatre, Royal Shakespeare Company, events for Red Nose Day, Comic Relief and Sci-Fi conventions worldwide. Can provide Spotlight resume on request.