

Daniel Platten

40 The Oval, Brough, Hull, East Riding of Yorkshire, HU15 1DA
07740 076296 • plattendaniel0@gmail.com • CIPD Membership 57348305
Online CV available at: <https://vintagedan.github.io/VintageDan-resume/>

Personal statement

A conscientious and highly motivated professional with extensive knowledge in process improvement and data analysis management. I am highly organised and efficient, with a thorough and precise approach to projects which has yielded excellent results. An Excellent communicator at all levels, with confidence, providing detailed information and resolution to both internal and external stakeholders.

Key Skills

- Confident conveying clear and concise information to individuals and large audiences.
- Proficiency in all areas of Microsoft Office (Including advanced Microsoft Excel).
- Excellent communication skills, both written and verbal.
- Strong motivational, problem solving and organisation skills.
- Ability to adapt and develop new ways of working.
- Project Management & Process Improvement.
- Data Analysis & Programming skills.
- HR systems knowledge inc Salesforce, Oracle - People Portal.

Employment History

Human Resource, Amazon Uk Services Ltd, Brickyard Lane, Melton, HU9 5NP (DHU1 & DHU2)
(Oct 2021 – present)

Responsibilities and Role:

- Roster compliance and daily exceptions, ensuring that all associates are correctly coded and managing any fallout through deep dive analysis.
- Roster grail management. Deep dive shift codes and contract information to ensure we are compliant with all hours recorded on site. Resolve through raising smart forms and shift code changes through People Portal.
- Absence Tracking. Maintain a record of all absence across site, ensure associates are having welfare calls, discuss in weekly meeting with Ops Managers & DSM current issues, suggest resolutions.
- Weekly & Daily business reviews. Providing important information to the leadership team by bridging any issues that have been identified through absence, attrition & sickness.
- Perfect Pay. Ensure all data is recorded of any instances of payment issues and corrected to ensure payments are adhered to.
- Training / Coaching. Help coach and train new starters to the team on a rota basis.
- Hearings. Provide information and assist with correct documentation and procedure adherence for all hearings and reviews.

Achievements:

- Identified need for a new method of tracking absence across site due to high amount of absence the current format was unmanageable. Planned and developed new tracking absence for my sites to assist with performance management of all employees. Since its implementation site unplanned absence has gone from 33% to 6.6% (average)
- Developed and implemented a Risks and Issues log which is now in place for all HR in our region to log any potential issues, and will also assist new HRA's with any questions.

Field Quality Assurance Specialist, Amazon Uk Services Ltd, Park Royal House, Valletta Street, Hull, HU9 5NP (DHU1)

(May 2021 – Oct 2021)

Responsibilities and Role:

- Responsible for Preference honor rate & Driver quality metrics dashboard reporting and monitoring to ensure service levels of delivery service provider and driving associates are adhered too.
- Analysis and deep dives on customer and business data corrections and validations ensuring accuracy in service for all route planning.
- Assisting in the Driver Training and Coaching waves to ensure all DA's are up to date with Amazon policies.
- Responsibility of managing and resolving customer escalations for station.

Achievements:

- Assisted in the development of new starter training pack which has now developed into an FQA Survival Kit.

Governance and Change Manager, npower, Clough Road Hull HU5 1SN

(August 2004 – December 2020)

Responsibilities and Role:

- Responsible for governing and controlling the direct debit portfolio of £55 million per month and managing bad debt book through analysis.
- Analysing information to ascertain correct details. Collating and recording a view of data, before and after corrective action. Relaying results to individuals to measure performance and KPI targets.
- Point of contact for go ahead orders on disconnection of supplies.
- Aided in the implementation of a Quality team to put together and understand a Complex Billing process, created a checklist and template to ensure an efficient and uniform process. This resulted in an overall increased level of quality across the department.
- Successfully lead workshops to map out the Settlement vs. Billing process, highlighting any non-value adding steps to potentially have removed, successfully implemented new process across all sites resulting in a 17% uplift in service level to 97%
- Performed weekly and monthly analysis such as workflow tracking and monitoring and delivered monthly scorecards and performance and development plans for each area.
- Ensured effective running of teams locally and offshore through performance management and by reviewing team processes on a regular basis, in line with any external procedural or policy changes.
- Carried out return to work interviews, sickness monitoring and dealt with any resultant capability cases including dismissals.
- Responsible for weekly and monthly highlight reports on Service Level Agreements with all agents, in house teams and reported throughout the business.

Achievements:

- Lead and developed a Project to help the business in the recovery of £35m by identifying issues and process improvements through analysis. This process continues to provide efficiency and the required results and has been implemented by other energy companies. This is now a key factor in maintaining and achieving service levels.
- Discovered and lead my own project after initial analysis on bad debt, looking into process failures in the current billing systems, developed and managed a small team for two years recovering £12 million back into the business.
- Developed several new ways of working in order to achieve targets on KPI. Motivating team members, providing correct tools and support to optimise quality and productivity. Using business critical reports to measure success and identify areas for improvement. Providing daily figures and analysis throughout the department. Coached other departments on processing work, giving them an understanding, focus and drive.

Education

Employment and Training Courses

(August 2004 – present)

- CIPD Level 5 Diploma - Human Resource Management
- Software Development Programming – Correation One
- ILM Diploma in Leadership - Ongoing
- Microsoft Advanced Excel Course
- Advanced Employment Law - London
- Warehousing and Distribution level 3
- Bullying and Harassment Workshop
- Managing capabilities and dismissals
- Development of staff and techniques
- Introduction to Workplace Coaching
- The Good Work Plan Employment Law Changes
- Effective Coaching
- Ensuring Equality at Work
- Managing Performance
- GDPR Fundamentals
- Solving workplace disputes
- Managing staff Sickness
- Managing a fair disciplinary process – ACAS - 2019
- Human Resource Management – ACAS – 2019
- Absence Management – ACAS 2019