

Andrew Thackray

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SUMMARY

Remote work enthusiast with experience in scripting, robotic process automation, and product ownership. Diverse work history across a number of industries including rail travel, pharmaceuticals and outdoors management.

EXPERIENCE

Advanced support specialist | Loco2 Ltd | London, UK (Remote) | May 2018 - Present

- Scoped automation using Python, Ruby, Javascript, and RPA software, reducing the amount of human interaction required based on QPT (queries per thousand transactions) as a metric by 50%.
- Reduced time taken to claim rail operator refunds by 80% (based on the time for one machine to complete the actions of 5 humans), and a saving of over €230,000 to the company in a two week period (not including savings generated by requiring fewer agents to complete menial tasks).
- Designed training sessions and which were conducted remotely for remote Mumbai based team.
- Managed migration of existing help documentation of over 200 pages to replacement directory.
- Self-study for industry qualifications, PSPO I, and technical skills, scoring an average of 86.3% over modules.
- Troubleshooting and replicating user issues, identifying and reporting bugs and issues within Loco2's software and related systems and maintaining help documents.
- Running QA tests for new features related to bugs reported through Trello.
- Responding to 40+ support queries per day, and closed a maximum of 468 in one day out of 612 at the height of the COVID-19 epidemic through the use of automated case responses and impeccable industry knowledge.

Resort manager | Various | Bulgaria, France, Switzerland | November 2016 - April 2018

- Managed and supervised teams of up to 12 across multiple ski chalets, holiday accommodations, and campsites.
- Took responsibility for operational and logistical tasks such as weekly transfer schedules and catering budgets in order to maximise profitability whilst increasing customer satisfaction.
- Studied independently to acquire relevant industry qualifications including Learning Outside of the Classroom, and Switzerland Travel Expert certifications.

Medical sales representative | Ashfield Healthcare | Hampshire/West Yorkshire, UK | November 2014 - November 2016

- Promoted medicines and medical devices in primary, secondary, and tertiary care, whilst operating within the bounds of the ABPI regulations.
- Recognised as having the highest sales increase throughout the country in our respiratory campaign (>40% increase), and cited as being "solely responsible for the increase in sales of a newly launched product by another client.
- Authored and co-authored pieces of best practice which were distributed nationally amongst partner teams and clients.
- Played an active role in raising money for the company charity initiative, which included organising and managing events.

Owner/operator | Steezebag Ltd | Rotherham, UK | December 2013 - January 2015

- Established my own company to deliver specialist accessories such as travel bags and protective clothing for longboarding.
- Responsible for the design and testing of each product, the creation of promotional materials, the development of a website and social media presence, and all accounts and finances.

PROJECTS

Digital consultant - COVID-19 reopening | Wickersley Old Village Cricket Club | June 2020

- Created an updated webpage and domain to meet the needs of the club, including online payments and contact form.
- Achieved a 32.6% conversion rate on release of online membership re-ordering.
- Built a web form to send SMS messages to a mailing list (Ruby, Sinatra, Twilio API), and implemented Mailchimp marketing emails which currently have a 33.5% open rate.

Content Specific Translation and Newsletter Migration | Montagne Verte | August 2020

- Migrated 523 contacts from Salesforce to a tagged and segmented audience in Mailchimp whilst enabling region aware translation.
- Improved newsletter engagement rate by 13%.
- Implemented native (non-Google) website translations between French and language.
- Switched to minified JavaScript for improved page load performance.
- Created handover documentation detailing all changes.

EDUCATION

BA French with ab initio Portuguese | University of Nottingham | Nottingham, UK | 2013

PSPO I | Scrum.org | 2019

SKILLS

Front End: HTML, CSS, Javascript

Languages: English, French, Portuguese, Bulgarian

Software: Adobe suite, Gsuite, Microsoft office, Mailchimp, Helpscout, Trello

Back End: Ruby, Python