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SUMMARY

Organised and highly motivated technical specialist, with experience in scripting, robotic process automation, and product ownership. Proven track record in adapting to new technical terminologies and languages. I rejoice in the satisfaction I get from improving on and delivering new processes, and thrive in fast-paced environments.

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 and delivered training sessions remotely for remote Mumbai based team.
- Successfully scoped and delivered migration of existing help documentation(over 200 pages) to new B2B directory, ensuring completion prior to launch.
- Self-study for industry qualifications, technical skills, and PSPO I product ownership certificate(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.
- Designed and performed QA tests for new features related to bugs reported through Trello, working closely with the development team and product owners in the process.
- 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.
- Presented topics to key stakeholders in the Operations and Finance teams regarding complex rail industry regulations and requirements in order to ensure continued compliance per the National Rail Conditions of Travel.

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.
- Conducted business with suppliers in French and Bulgarian where appropriate, and catered to international customers.

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 ensuring compliance with the ABPI regulations. This was comprised predominantly of B2B sales to independent pharmacies and NHS Clinical Commissioning Groups.
- Fielded technical questions regarding respiratory medicines aimed predominantly towards the COPD and Asthma markets from General Practitioners, Secondary Care Physicians, and Pharmacists with a high level of competency.
- 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.
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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.

Eco-solutions Directory | Montagne Verte | August 2020

- Scoped implementation of a customisable CMS to be integrated into the charity's existing website, including possible back end languages and hosting solutions.
- Presented technical options and benefits to a non-technical and bilingual board of stakeholders in both French and English.
- Created roadmap for implementing a Minimum Viable Product on the current platform, and planned for the eventual transition to a Headerless CMS. This allows for the initial project to be completed in time for presentation to the regional and mayoral authorities, whilst anticipating growth and future technical requirements.
- Currently on time and under budget.

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