

# ANDREW THACKRAY

ADVANCED SUPPORT SPECIALIST

## INFO

### PHONE

+447549248059

### EMAIL

hi@andythackray.co.uk

## LINKS

[Personal site](#)

[Github](#)

[LinkedIn](#)

## SKILLS

Customer Service

● ● ● ● ●

Teamwork

● ● ● ● ●

Microsoft Office

● ● ● ● ●

G Suite

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Ruby

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## LANGUAGES

French

● ● ● ● ○

Portuguese

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## HOBBIES

Hiking, climbing,  
snowboarding,  
splitboarding.

## PROFILE

Advanced support specialist with an interest in coding, automation, and product ownership. Diverse work history across a number of industries including rail travel, pharmaceuticals, and outdoors management.

## EMPLOYMENT HISTORY

### Advanced support specialist, Loco2 Ltd

Remote

May 2018 — Present

Main responsibilities include:

- Troubleshooting and replicating user issues, identifying and reporting bugs and issues within Loco2's software and related systems, and maintaining help documents.
- Responding to 40+ support queries per day, often responding to more and closing more cases than other team members.
- Using Mailchimp and Sendgrid to send mass communications to affected users.
- Scoping automation using Python, Appscript, Zapier, and more.

Additional tasks:

- Active in projects to update help documentation, transform Customer Service processes, and train new contact centre.
- Contributed to a Javascript based userscript, and authored a basic Sinatra app to allow less technically able members of the team to make their own contributions to the userscript.

Platforms used:

- Internal communications tools used include Slack and Basecamp. Trello is used for project management. Google Suite used for documents. Customer support managed through Helpscout.

### Resort Manager, OTP Holidays

Zermatt

Dec 2017 — Apr 2018

- Responsible for all day to day operations of OTP Holidays and SwissPasses.com in Zermatt, including administrative and logistic tasks such as issuing of lift passes and train tickets, overseeing delivery (local or international by post).
- First point of contact for all guests booked through OTP Holidays.
- Coverage of 130+ apartments and hotels in Zermatt.
- Role required independent study to certify as a Switzerland Travel Expert through Switzerland Tourism.

### Village Manager, Acorn Adventure

Hauteville-Sur-Mer

Apr 2017 — Aug 2017

- Responsible for the management of the camping staff, working directly under the centre manager (leading a team of 12)

- Competent activities instructor and lead climbing instructor, providing sessions which meet the standards of the Learning Outside the Classroom Quality Badge

### **Assistant resort manager, Total Chalets**

Bansko

Nov 2016 — Apr 2017

- Responsible for supervising nine members of staff in four ski chalets, arranging ski hire and lift passes for guests, organising transfers, handling weekly budgets and being the first point of escalation for all guests.
- Demonstrated my adaptability in learning sufficient Bulgarian to communicate with local businesses and authorities.

### **Medical Sales Representative , Ashfield Healthcare**

Hampshire

Nov 2014 — Nov 2016

- Responsible for the promotion of medicines and devices in primary, and secondary care, whilst operating within the bounds of the ABPI (pharmaceutical industry) code of conduct.
- Recognised as having driven sales the highest of any other region on our respiratory campaign, 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 to both my team and client teams, and played an active role in raising money for the company charity initiative, including the organisation and management of events.

### **Owner/operator, Steezebag Ltd**

Rotherham

Dec 2013 — Jan 2015

- Created 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.

## **EDUCATION**

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### **2:2 BA French with ab initio Portuguese, The University of Nottingham**

Nottingham

Oct 2009 — Jun 2013

Study of French and Portuguese language, literature, and politics.

### **Sixth Form, Thomas Rotherham College,**

Rotherham

Sep 2007 — Jun 2009

- A Levels: French [A], Philosophy [A], Psychology [B]
- AS Levels: Law [A], Critical Thinking [A]

## **COURSES**

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### **PSPO I, Scrum.org**

Oct 2019 — Oct 2019

## **REFERENCES**

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### **Catherine Bodry from Loco2**

catherine@loco2.com

### **Nicky Gardner from Hidden Europe**

editors@hiddeneurope.co.uk