

Andrew Thackray

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SUMMARY

Advanced support specialist with an interest in coding, 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

- 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 users.
- Scoping automation using Python, Ruby, Javascript, and RPA software in order to reduce the number of queries per thousand requiring manual intervention, and providing a reduction of 80% in the time to claim rail operator refunds.
- Self-study for industry qualifications, PSPO I, and technical skills.

Resort manager | OTP Holidays | Zermatt, Switzerland | Dec 2017 - April 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 issues for guests booked through OTP Holidays.
- Coverage of 130+ apartments and hotels in Zermatt.
- Role required independently studying to certify as a Switzerland Travel Expert through Switzerland Tourism.

Village manager | Acorn Adventure | Hauteville-Sur-Mer, France | April 2017 - August 2017

- Managed the camping and activities staff, working directly under the centre manager (leading a team of 12).
- 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, Bulgaria | November 2016 - April 2017

- Supervised a team of 9 chalet hosts across 4 ski chalets.
- Handled logistics of arranging ski hire and lift passes for guests, organised weekly transfers, oversaw budgeting, and acted as a point of escalation for customer issues.
- Demonstrated adaptability by learning sufficient Bulgarian in order to communicate with local businesses and authorities more effectively.

Medical sales representative | Ashfield Healthcare | Hapshire/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.

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