

ANDREW THACKRAY

CONTACT INFORMATION

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EDUCATION

2009 – 2013 The University of Nottingham
BA French with *ab initio* Portuguese [2:2]
NB: Degree result affected by Extenuating Circumstances

2007 – 2009 Thomas Rotherham College, Rotherham
A Levels: French [A], Philosophy [A], Psychology [B]
AS Levels: Law [A], Critical Thinking [A]

EMPLOYMENT

CURRENT:
Advanced support specialist (May 2018 – Present)
Loco2
Remote

Day to day work includes but is not limited to troubleshooting and replicating user issues, identifying and reporting bugs and issues within Loco2's software and related systems, and maintaining help documents. I am responsible for responding to 40 support queries per day, often responding to more and closing more cases than other team members.

Additionally, I have been a key member in projects to update our help documentation, transform Customer Service processes with the addition of an external contact centre, and redefining UK aftersales processes. I was also responsible for liaising with our French providers and documenting changes to their aftersales process.

I have written pieces of best practice to share my knowledge, contributed to a Javascript browser extension widely used by the team, and have also been responsible for scoping automation of some tasks using Zapier, Python, and Google Appscript. I have also contributed to proactive reporting of key issues affecting the Customer Service team.

As of February 2020, I wrote a basic Sinatra app to allow less technically able members of the team to make their own contributions to the JS based userscript mentioned above.

As a team we use Slack and Basecamp for communication, Trello for project management, Mailchimp for mass email and marketing campaigns, and the Google suite for documents and spreadsheets. Customer support was managed through Helpscout.

PREVIOUS:

Resort Manager (December 2017 – April 2018)
OTP Holidays and SwissPasses.com
Zermatt, Switzerland

I was responsible for the day to day operations of OTP Holidays and SwissPasses.com in the winter resort of Zermatt. This included providing exceptional customer service to all guests staying in 130+ apartments and hotels in Zermatt, as well as completing administrative tasks such as the issuing of lift passes and train tickets, overseeing the logistics of delivering these to our customer base (both in Switzerland and the UK), and providing assistance to our customers worldwide by answering queries either by phone or email.

During periods where the company director was not available due to commitments outside of Switzerland such as speaking engagements, I would also take responsibility for managing our other resorts.

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This role required independent study to certify as a Switzerland Travel Expert through Switzerland Tourism.

Customer Experience Manager (August 2017 – November 2017)

Provident Financial
Rotherham, UK

In this role I was responsible for providing loans and collections services in a dedicated area. This included taking collections, issuing cash loans of a value up to £1,000, and managing a cash float of £3-4,000.

In this role I was required to develop my own strategies to encourage regular payments and referrals, as well as generate new loan customers and retain existing customers by offering new loans. I was required to abide by FCA regulations and maintain my knowledge of both these and data protection rules.

On occasion I was confronted by verbally and sometimes physically abusive customers, and I became quite adept at de-escalating these situations.

I left this role both due to ethical concerns and to continue pursuing seasonal employment.

Village Manager, Customer relations manager (April 2017 – August 2017)

Acorn Adventure
Hauteville-Sur-Mer, France

In this role I was responsible for the management of the camping staff over the whole Acorn Adventures Normandy site, working directly under the centre manager. I was therefore tasked with maintaining the appearance of the site, managing customer expectations and feedback, conducting pre-visit phone calls, and guiding a small team (4-12 people) with the aim of providing the best activity and camp site experience for our guests.

Beyond these responsibilities, I was also a competent activities instructor and lead climbing instructor, providing sessions which meet the standards of the Learning Outside the Classroom Quality Badge. I maintained an impeccable safety record on sessions, which I attributed to my attention to detail in both paperwork and when engaging in practical activities.

Assistant Resort Manager (November 2016 – April 2017)

Total Chalets
Bansko, Bulgaria

My role was principally comprised of 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 contact for guests with any grievances.

This role required me to develop my personnel management skills in order to effectively manage other members of staff whilst remaining approachable, especially when settling disputes between staff members. I was required to demonstrate my adaptability in learning sufficient Bulgarian to communicate with local businesses and authorities, and also in learning skills which allowed me to function as both a handyman and chef when required due to illness or absence.

Throughout the season it was expected that I maintained a presence on social media, both professionally and privately, and my Instagram and Facebook posts achieved some of the highest engagement of our social media posts that season.

Medical Sales Representative (November 2014 – November 2016)

Ashfield Healthcare
Ashby De La Zouch/Hampshire/West Yorkshire

In this role I was 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. To achieve strong sales I have employed a variety of methods ranging from spec calls and leaflet drops, to promoting items face to face with doctors and prescribers at self organised educational lunch seminars or professional development events.

During this time I was also in charge of managing client budgets, making professional contacts through other sales representatives and clients, and representing both Ashfield Healthcare and our client brands at

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professional events.

Developing contacts with Key Opinion Leaders was vital in this role, and often required independent research and study to better communicate with influential senior secondary care consultants in Dermatology, Endocrinology and Respiratory medicine, as well as members of Primary Care Trusts.

Even in my first quarter I was recognised as having driven sales the highest of any other region on our respiratory campaign, and I have constantly received praise from one client who cited me as being “solely responsible” for the rise of sales in my territory of a newly launched product.

I have authored and co-authored pieces of best practice which were distributed nationally to both my team and client teams, and have also played an active role in raising money for the company charity initiative, including the organisation and management of events.

Health Care Assistant (January 2014 – October 2014)

**Lloyd's Out Patient Dispensary
Rotherham District General Hospital**

In this role I was primarily responsible for dispensing medicines to hospital outpatients, the sale and advice of OTC and P class medication and treatments, and assisting dispensary technicians and pharmacists in dispensing POM medications. This role requires high level communication and problem solving skills, ranging from reminding doctors of new prescription rules for the dispensing of controlled substances, to resolving customer issues with occasionally aggressive customers, and communicating with non-English speakers.

Working in a hospital environment in an understaffed area has continued to develop my ability to work under pressure, as demonstrated by the latest area KPI's which show the patient waiting time to have stayed within the average of 15 minutes - a difficult goal to achieve with a shortage of staff, so much so that we continued to receive commendation from local Area Managers.

Graduate IT Recruitment Resourcer (January 2014 – April 2014)

MODIS (Adecco Group), Sheffield

In this role I was responsible for researching, reviewing and interviewing IT staff from 2nd line support up to head of operations for an MVNO project for a number of bluechip companies.

I left this role as the training promised in my offer letter was never fully provided and due to disagreements with the regional manager's management style.

Owner/Everything (December 2013 – January 2015)

Steezebag Ltd, Rotherham

After noticing a gap in the market through volunteer work with DAS Industries, travel and competing throughout Europe, I decided to create my own company to deliver specialist accessories to the longboarding community. With a line comprised of travel bags and protective clothing, my brand was the only EU company to produce such products. The main launch of products was delayed, and as a result the designs were distributed to others in the industry as I chose to pursue a career in a more profitable industry.

I was 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.

Volunteer - Social Media and Events (November 2012 - December 2014)

DAS Industries, Nottingham

In this role I was responsible for creating and maintaining an online presence for upcoming DAS industries events via Facebook, Twitter and Youtube, and for promoting events including the Euro Slalom Championships at Hog Hill 2013, Blitz Festival 2013, Hogtoberfest 2013 and The Crackling 2014. I was also trusted with liaising with sponsors and assisting in event management.

The majority of social media work was made up of devising and executing strategies to grow and maintain reach on Facebook in line with the finances and goals of DAS Industries. This mostly encompassed planning when to utilise the small advertising budget in order to maximise returns, to develop only “quality” likes and increasing interaction through varying posted content.

Technical Support and Sales (May 2012 to August 2012)

Sitel - GoPro Campaign, Lisbon, Portugal

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The role of technical support and sales staff for GoPro cameras involved dealing with customers either via telephone, email or at events and resolving issues, whilst utilising language and communication skills not only in English but Portuguese and French. Working in conjunction with a technical team based on the West coast of the USA, the role required critical thinking and the ability to communicate technical issues to this team whilst simultaneously being mindful of providing great customer service to end users. Notably, I was responsible for recreating and detailing an issue causing a firmware crash on the launch of the WiFi BacPac (GoPro Hero 2), which ultimately reduced the time needed to create and push a hotfix to customers.

English Language Teaching Assistant (Sep 2011 to May 2012) Collège Daniel Fery (via British Council), Créteil, France

My responsibilities included planning and teaching English lessons to French students, aged 12-16, of varying levels of ability and aptitude, building rapport with students and administrative duties.

ADDITIONAL INFORMATION

- Literate in Mac, Windows and Linux operating systems.
- Proficient with entirety of MS Office Suite.
- Proficient in Adobe Creative Suite.
- Experience of various CRM systems.
- Social media experience in both personal and professional capacity.
- English language at native level.
- French language at C1 (CEFR).
- Portuguese language at B2 (CEFR).
- Certified Switzerland Travel Expert (Switzerland Tourism) and certified European Rail Expert (Voyages-SNCF).
- Full, clean UK driving license.
- Interest in winter mountaineering and splitboarding.
- Founding member of Longboarding For Little Hearts.
- Founding member of the British Downhill Skateboard League.