

# Tom Sherman

Norwich, United Kingdom  
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## Personal statement

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My peers have praised me for my top-quality communications skills and ability to balance multiple stakeholders to achieve the best results for all involved - to do this I pride myself on being customer focused in every decision made.

## Work Experience

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### Knowledge Engineer, Rainbird Technologies

*08/2018 - Present*

#### Responsibilities & Achievements

Delivering industry leading AI and automated decision-making solutions to multi-national clients.

- Working in an agile team to implement global rollouts of Rainbird use cases
- Technical post project client support
- Writing and triaging detailed bug reports on behalf of the entire Implementation Team
- Documentation and technical writing

### Merchandising Executive, Hoseasons

*10/2016 - 08/2018*

#### Responsibilities & Achievements

CRO, AB & MVT testing utilising JS and CSS skills. UI/UX design as well as web analytics.

- Digital Employee of the Year 2017
- Marketing Superstar Q1 2018
- Adobe Target and A/B testing evangelist
- Google Analytics Individual Qualifications

### Social Media & Live Chat Associate, Hoseasons

*06/2016 - 10/2016*

#### Responsibilities & Achievements

Best-in-class customer service via all social media channels as well as live chat.

Create engaging content servicing both the product and commercial teams to drive the highest possible CTR and increasing revenue.

## **Call Centre Administrator, Hoseasons**

*02/2016 - 06/2016*

Working to targets while delivering excellent customer service

## **Retail Assistant, Clarks**

*01/2011 - 06/2012*

## **Qualifications**

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### **East Norfolk Sixth Form College**

*2014 - 2016*

A-Levels:

- Physics - C
- Mathematics - A
- Computing - C

### **Cliff Park High School**

*2009 - 2012*

GCSEs:

- Mathematics - A
- English - A
- Physics - A
- Chemistry - A
- Biology - A