

Dan Cheeseman

Implementations - Fintech|Saas|Web 3

Looking for Remote or Hybrid roles based in Manchester or London.

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Experienced Implementation Consultant with a proven track record in Fintech, focused on onboarding optimisation and seamless client experiences.

PROJECTS

API Implementations - Total Processing

Integrated payment solutions across Shopify, WooCommerce, and bespoke sites, expanding merchant options and enhancing customer experience.

Demonstrated expertise with various payment APIs and gateways (Stripe, ACI, Cybersource), adapting integrations to meet diverse platform needs.

Knowledge Service Delivery - Bank of America

Supported a knowledge optimization project for a large-scale IT service desk, streamlining 1500 support articles into 500.

This enhanced knowledge accessibility and significantly improved technician efficiency in resolving customer issues.

Co Founder at <https://www.nvel.agency/> - NVEL Agency

Contributed to the launch of web applications through content strategy, sales insights, and QA testing, emphasizing seamless user experience.

EXPERIENCE

Technical Onboarding Specialist - Permanent

Total Processing, Manchester - Hybrid

Aug 2022 - Dec 2023

Spearheaded the development of a Trend Analysis Dashboard utilizing advanced analytical tools, resulting in a marked improvement in payment authorization rates from 75% to a notable 94% in targeted scenarios.

Orchestrated major projects including the overhaul of plugin error management systems and the execution of comprehensive technical documentation, demonstrating adeptness in leadership and end-to-end project management.

Systems Engineer Lead - Contract

Bank of America, Chester - Remote

Dec 2020 - Apr 2022

Championed a critical phase of a knowledge service delivery project, successfully transitioning key knowledge content, which precipitated a 20% reduction in resolution times across the EMEA region

Commanded a team of 10 Desktop Support Engineers, orchestrating daily operations with a strategic focus on technical excellence. Fostered a culture of accountability and innovation, resulting in a 15% uplift in team productivity and a significant boost in service

KNOWLEDGE

ITIL

Project Management

Technical Writing

Data Analysis

Technical Implementation

Payment API Integration

Payment Gateways

System Integration

SaaS Integration

API requirements

SKILLS

HTML

CSS

JavaScript

Shopify

Wordpress

Stripe

ACI

Cybersource

REST APIs

SOAP APIs

JSON

XML

Webhooks

JIRA (and any other ticketing systems)

Version Control (Git)

Troubleshooting

Technical Writing

Client Communication

quality metrics

Service Desk Analyst - Contract

Parliamentary and Health Service Ombudsman, Manchester - Hybrid

Sep 2020 - Dec 2020

Streamlined system administration protocols via Azure, enhancing operational efficiency through effective cloud solutions and resource optimization.

Led the deployment and administration of an advanced email whitelisting system, significantly improving organizational email security and user trust.

Developed and disseminated 'Return to Office' technology guides to support staff in adapting to new operational environments with ease and efficiency.

Championed the technical onboarding process, mentoring new employees to ensure a seamless integration of tech requirements across various business functions.

Service Desk Team Leader- Contract

BUPA, Manchester - Hybrid

Jan 2020 - June 2020

Facilitated remote work setup during COVID-19 which led to commendation from the group CEO.

Implemented remote onboarding/offboarding processes to help with added volume due to different postures of work.

Led a service desk transformation initiative, implementing data-driven strategies that increased customer satisfaction ratings by 25%.

Service Delivery Analyst - Contract

World Wide Technology, Manchester - Hybrid

Apr 2019 - Dec 2019

Provided client support and managed stakeholder relationships, particularly with new end customers to our client.

Developed solutions and process improvements in reporting and CISCO product availability, contributing to enhanced client service and operational efficiency.

PREVIOUS WORK EXPERIENCE

Service Desk Team Leader |Tata Consultancy Services

Nov 2018 to Apr 2019

Service Desk Team Leader | Department for Education

Aug 2018 to Nov 2018

IT Service Desk Analyst |HSS Hire

May 2018 to Aug 2018

1st Line Support Analyst | Interact Intranet

Jul 2017 to Oct 2017

Personal Claims Manager | Think Money Group

Mar 2017 to Jul 2017

Media Sales Executive | Reed.co.uk

Apr 2016 to Mar 2017

Live Chat Advisor | The Chat Shop

Nov 2015 to Feb 2016

Health Care Associate | Vitality Health

Jan 2015 to Nov 2015

Continuous Improvement Project Assistant | Sky

Jun 2013 to Dec 2014

TRAINING & DEVELOPMENT

Constantly learning and working towards understanding of the following:

Generative AI and Machine Learning.

Full Stack Web Development

Cloud Infrastructure

EDUCATION

BTEC - ICT - Pass grade

Stockport College

2006-2008

8 GCSEs - Eng, Maths, Sci, French and ICT.

St James RC High School

2000-2005

HOBBIES

Football

Reading

Music

Writing

Traveling

Astronomy

Food

Podcasts

Futurology

Tech Trends