

Doug Aitken

Freelancer at Doug Aitken

hi@dougaitken.co.uk

Summary

Focused team player, who has drive to support my customers in all situations. Analytical thinking, combined with empathetic customer focus, and fun nature, make me a valuable addition to any team. I'm someone who gets on well with everyone I meet, relatable, and empathetic, I bring each situation to my customers' level. Friendly, helpful, and knowledgeable, I'm also be the kind of person who'll chip in to help my team and keep everything running like clockwork. My skills and endorsements speak volumes of how my colleagues and friends value me. I try to live by being helpful, being honest, and being more than expected.

Experience

Poker Dealer at Rank Group

March 2015 - Present (9 months)

Working in the Poker Room at Dundee's Grosvenor Casino, I am part of the Card Room team of dealers, working a range of tournaments and giving customer services to the players. Having not played much poker, I dived straight in and learned not only the game, but the intricacies of dealing. My main role beside dealing, is leading the game flow for the table, ensuring the players enjoy their experience during the games, and to deliver the best gaming in town by dealing the games in a manner that will be expected to support the Gaming Services Manager. My duties includes: - Conducting the game commentary at all times in a manner that keeps the Customers and Supervisor clearly informed of their actions. - Using the technical skills i.e. rapid and accurate bet calculation, chip skills to add fun and theatre, whilst being mindful of all customers' needs. - Knowing customers by their name and using these where appropriate to customer expectation to make them feel special. - Ensuring the Card Room is tidy and furniture is in good order. - Setting up chips, cards, and other equipment for games in a concise and professional manner.

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2008 - Present (7 years)

Working on a number of projects over the years with different clients through a variety of roles. Customer Support Website development Website content management QA and Testing for websites, applications, and mobile apps.

Retail Advisor at Telefónica UK

May 2014 - February 2015 (10 months)

Most of the training is done on the shop floor and I was commended on my quick learning and engagement with customers with no prior sales experience. Connecting with customers to deliver an amazing experience, I try to keeping everything fun and relaxed. I ensure the customer's journey from first contact to completed

contract and new device is as perfect as can be. I inspire customers with passion for technology and changing peoples perception about what they need and expect from a mobile phone company. I take time to listen, understand, and make sure they walk away with a smile on their face by making technology accessible to them. My main role includes: - Helping customers with advice about the range of products, services, and benefits available from O2. - Answer simple technical questions for customers before passing them to the Guru, or booking an appointment. - Store lead on Sunday. - Stock check and replenishment. - Cash handling, and end of day banking duties.

Tesco Direct Business Support Executive at Tesco PLC

May 2013 - May 2014 (1 year 1 month)

Moving back into the Tesco Direct business support team, I relearned processes and new internal systems, as well as getting up to speed with changes in the department while I was away. My role moved on from what it previously was, and utilising my new skills gained within the Resource Planning team, I took on additional tasks: - Monitoring and amending team break-time schedules - Highlighting adherence issues to the line manager - Using web based chat software to provide remote support to Home Working colleagues in addition to the traditional 'phone based support to store colleagues

Real Time & Forecasting Analyst at Tesco PLC

September 2011 - May 2013 (1 year 9 months)

I adapted quickly to the role coming from another support team within the contact centre, learning new systems, procedures and processes and learning how to be a Real Time analyst without any structured training. Working on back shift, I often work unsupervised for the later half my weekday shifts, having the autonomy to make decisions based on my judgement to ensure the best results for the business. After 6 months in the role, the department expanded and 3 new analysts were taken on, I was then tasked with being the lead analyst for the backshift operation. The job scope expanded often to include a lot of Forecasting and Resource Planning work, and beyond the data, I helped improve the outside view of the department on the main calls floor whilst liaising with team leaders and operations managers. My role focused on : - Completing evening hourly contact service level reports, absence, directors, and team reports. - Manage the real-time contact by maximising utilisation of available resource. - Using tools such as WFM (Work Force Management), Cisco real time graphs and custom in house tools, I ensured correct adherence to published agents schedules, balanced resource across calls, emails, and letters to achieve service levels. - Identify short-term peaks and troughs, and manage accordingly. I worked with key stakeholders within and out with the contact centre, building a close working relationship with Team Leaders, Operations managers, the contact centre leadership team, who would trust my judgement and skills.

Tesco Direct Business Support Executive at Tesco PLC

September 2008 - September 2011 (3 years 1 month)

Working in the Business Support Team, my primary role was supporting store colleagues via 'phone for a variety of queries and often resolving very complex issues. As well as my core role, my time was spent: - Briefing and sharing my knowledge with call agents and other business areas - Collating presentations and

daily reports for members of the wider business - Reporting emerging issues with internal and customer facing systems, websites, and applications - Liaising with colleagues across business areas to ensure they are kept aware of any issues which may affect them - Running UAT (User acceptance testing) for 3 internal system launches - Working on backshift, I was often a point of contact for the department support, and helped lead the team to ensure all tasks were completed.

Customer Service Manager at Tesco PLC

September 2006 - September 2008 (2 years 1 month)

Starting in the letters department, I moved through most of the Tesco front-line businesses from Grocery, Clubcard, and finishing in Direct, before I moved to the business support team. Due to the initial contact team I belonged to, we were often the first team to be briefed on any emerging issues as well as our main job function: - Back-shift lead during the February 2007 Fuel Contamination - Starting Accident Response Team for store accidents

Stock Room assistant at Argos within the Home Retail Group PLC

March 2006 - September 2006 (7 months)

Working mainly in the stock room of Argos within Dundee's Overgate shopping Centre. - Organising daily stock arrivals and ensuring any loss was reported - Daily stock checks and tidying of the stock room within a team of 4 - Serving customers and fulfilling front of house requests - Resigning the store for any catalogue or offer launches - Full stock room re-organisation for new catalogue launches

Skills & Expertise

Customer Service

Customer Satisfaction

Team Leadership

Teamwork

Retail

Customer Experience

Call Centers

Analysis

Contact Centers

Website Development

Technical Support

Data Analysis

Project Management

Microsoft Office

Microsoft Excel

Real Time

Innovation

Social Media

Information Technology

IT Hardware Support

Service Delivery
Troubleshooting
Multi-channel Retail
Management
Leadership
Stakeholder Management

Certifications

Emergency First Aid

St Andrew's First Aid June 2010 to June 2016

Volunteer Experience

Youth leader at Scottish Episcopal Church

August 2006 - Present (9 years 4 months)

Youth leader helping at a diocesan and provincial level. I update our online social media profiles

Content Editor and Social Media Manager at Scottish Episcopal Church

May 2012 - Present (3 years 7 months)

Duties include: - Running the Facebook page for the Provincial Youth Committee, and helping each of the 7 diocesan youth networks if needed. - Designing and compiling the application form and poster for the Youth Week. - Point of contact for any online enquiries.

Education

Abertay University

Behavioural Science

Interests

Music, mobile technology, IoT, social media, web development

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[Contact Doug on LinkedIn](#)