

Matthew John Bowie

07538 448266 matthew.bowie@me.com

Apartment 53, 8 Commercial Street, Manchester, M15 4QY

Profile

I have excellent communication and people skills combined with self-confidence and a positive attitude. I consistently focus on attention to detail and working to a high level of efficiency in both professional and personal environments. Since completing my A Levels I have enjoyed great success within business, hospitality, customer service and IT industries. I am self-motivated which enables me to work both on my own and as part of a successful team. I am a very hard working and determined individual who adapts easily to any role of employment.

Education

Aston Comprehensive Sixth Form – 3 A Level passes. August 2011

- Applied Business Studies (C),
- English Language (D)
- Geography (C)
- NCFE Sports Coaching - Level 2

Aston Comprehensive School - 9 GCSE passes, August 2009

- Business Studies (A)
- English Language (C)
- Systems & Control (A)
- English Literature (C)
- Religious Education (B)
- Geography (C)
- Mathematics (C)
- Physical Education (C)
- Science (C)

Skills

- CRM experience; Salesforce, HEAT, Remedy, ServiceNow and ITSM
- Systems experience; Active Control, Citrix, CAG, CSS, Google Office suite, Windows Office suite 2010, 2016 and 365, Exchange, Windows XP, 7, 8, 10, Mac Office suite, Mac OSX, Blackberry, Mainframe, Active Directory, iOS, SCCM, SCVMM, VM Administration, Powershell, Wordpress and SEO, Pulse Authentication, RSA, VPN, Symantec, McAfee, Webex, Jabber, Financial legacy plugins (Goldtier, Transtar etc) and webapps.
- OS Patching rollout and planning
- Physical experience; Windows PCs, Macs, Printers, Network peripherals, IP Phone (Cisco & Avaya), iPhone, Android, LAN & Wireless networks, Cloud installations and servers
- Achieving and exceeding targets / Customer satisfaction
- Training and mentoring for new and existing team members
- Strong decision making abilities and team leadership skills
- Experienced customer retention specialist
- Committed, resilient and motivated
- Highly effective time management skills
- Fire Marshall
- First Aid Qualified

Experience

BNY MELLON BANK, MANCHESTER - IT SERVICE DESK ANALYST LEVEL 2, MARCH 2017 - PRESENT

Following my experience at Chess and Co-Operative Food I gained the service desk analyst position at BNY Mellon and quickly progressed to Level 2 service desk analyst. Since joining I have received numerous positive feedbacks for the quality of my work, the speed at which I've reached targets and ensuring compliance with fluctuating financial rules. I feel I have integrated into BNY Mellon very quickly consistently meeting all my KPI's and taken on extra roles such as Fire Marshall, First Aider and communications coordinator.

Matthew John Bowie - continued

CO-OPERATIVE FOOD, MANCHESTER - IT SERVICE DESK ANALYST, MARCH 2016 - MARCH 2017

I joined the Co-operative group to combine my experience in customer service and IT. Since joining in March, I have gained extremely positive feedback for my volume and quality of work, high 1st point resolution ratios and adaptability to change and feedback. I have also monitored and continue to drive my performance; my knowledge has increased and my KPIs have decreasing each month to a position where I'm one of the top analysts each month for hitting or exceed targets. Duties include 1st point resolution in a timely manner, accountability and thorough detail resolving retail, distribution and overflow corporate and funeral IT queries and incidents.

CHESS TELECOM, ALDERLEY EDGE - TELECOMS SPECIALIST, NOVEMBER 2015 - MARCH 2016

I joined chess telecom to further my commercial experience within another sector. I engaged with clients with regards to telecoms and IT solutions for SMEs which were the core client base. Duties included management of customer contracts including the maintaining and upgrading of billing plans. This also included handling escalated complaints and technical issues. Continuous improvement and process development, alongside coaching and training development.

JOHN LEWIS DIDSBURY CONTACT CENTRE - CUSTOMER SUPPORT ADVISOR, JUNE 2013 - MARCH 2016

In addition to the duties carried out in my former role I dealt with escalated complaints, completing transaction refunds and compensation when required, contacting distribution, branches, suppliers and head office. I also followed legislation, preventing wastage, completing damage allowance for supplier claim backs and accountability. I have led a team of approximately 15 Partners. Other duties included on-going managerial assistance, recruitment, training, administration, event management and project management; including the site expansion plans for the Operations Manager. This role was full time until I joined Chess Telecom in November 2015, dropping to part time.

JOHN LEWIS DIDSBURY CONTACT CENTRE - CUSTOMER SERVICE ADVISOR MAY 2012 - JUNE 2013

All forms of customer contact for John Lewis retail. Product knowledge, account retention, complaint and objection handling, delivery assistance, IT and dialler system knowledge, contacting customers inbound and outbound, following legislation, promoting product knowledge and services to get the right product for our customers.

ANT MARKETING CONTACT CENTRE, SHEFFIELD - TELESales ADVISOR, NOVEMBER 2011 - MAY 2012

Telesales for British Gas clients: product knowledge, account and knowledge retention, IT and dialler systems knowledge, contacting customers outbound and inbound, handling requests and brand awareness, following legislation, reporting and solving any complaints, promotion of products of applicability, process sales and questionnaires, objection handling.

CELLAR TRENDS, SHEFFIELD - PROMOTER, JULY 2011 - MARCH 2012

Details can be provided if required on the previous role.

Other Experience

- Bermuda Ibiza - Promoter & Events Manager, June 2009 - August 2010
- Bramall Construction (subsidiary of Keepmoat), Sheffield, Work Experience, July 2008
- John Lewis Didsbury social committee (volunteer)
- John Lewis Didsbury impact committee (volunteer)

References

- Available on request.