Andrew Hopwood

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Qualifications

I have 9 GCSEs and 2 National Diplomas all gained between 1996 and 2001

Technical Skills

Advanced Excel User, VBA, SQL (T-SQL, MS Access and MySQL), MS Access, HTML, CSS(3), javascript (JQuery), PHP, C#.net, Command Line (windows), bash (linux), Java and git. I have also been learning node recently.

Automation Consultancy

Over the years I have taken long winded office processes and completely automated the whole task. This has saved businesses money and time. This process can involve writing VBA to automate a spreadsheet or could be as extreme as writing a whole piece of software with a user interface for staff to complete the task easier and/or with less human error.

I have also automated server processes. This includes reminder letter and invoice creation. The reminder letter process started out as very large shared spreadsheet which was hard to use as there was so much data in it along with formula. So Excel would lag and sometimes crash altogether. This became a no touch process. I moved this to a task on to an application server. This pulled data from the main finance system database to work out the date of expiry and would then create a reminder letter

How I work Best

I can work alone or as part of a small team. Developing purpose built software is where I thrive, designing and building from the ground up.

Experience

Freelance

Working with a Graphic designer i am regularly hired as the project developer. These are usually wordpress themes that need to be built from scratch. For this I would be writing PHP, html, css and javascript.

I have also been hired for pure javascript solutions.

I have recently been involved with a project called sportbox which is a website content management system with sport in mind. built in php the system provides the ability to create league tables and upcoming fixtures as well as manage teams and sponsors. My involvement has been on backend and frontend development. Designers would send me a design and I would build it. This has been a mixture of backend admin panel and front facing builds/enhancements.

One football team on this is http://oafcacademy.co.uk there are several football teams and even a boxer on this service.

MPP Global: April 2019 - August 2019
Job Title: Software Developer
Duties: writing and maintaining their flagship software as part of a larger development team.

Ofsted: July 2013 – April 2019
Job Title: Finance Systems Analyst/Developer

Duties: Support the Senior Finance Systems Analyst with aspects of system development, as required, using specialist skills (including SQL/VBA/XML/CODA XL) to develop CODA/finance related applications, forms, documents (e.g. invoices/journal loaders), and reports.

Create interfaces between CODA Financials and other business applications using SQL and console applications written in C#.net

My most recent project was to automate the generation and creation of reminder letters to customers who have unpaid annual fees. This process before hand was a completely manual task. Members of the finance operations team would use a very large spreadsheet with all fees due and 2 or 3 members would work on this each day.

I used built in functionality in the Core financial system to pull together a dataset of customers who had hit trigger points. I then wrote a C# application to run this report, generate the letters and send them off to our central printer, based in nottingham. The System then sends a report to our Finance Operations team with a list of all reminder letters sent. This now runs as a nightly, no touch process. So is Completely automated.

I have created bespoke web applications in C#.net MVC. Also using common web technologies i.e HTML, CSS and JavaScript. This also includes jQuery.

Other projects include a portal for accountants to organise people into cost units. This is a web application written using java and all the other basic web technologies i.e. html, css and javascript. This meant that the information was easier to use in other applications as the data was saved directly in SQL server. Previously this was done with a spreadsheet which had to re-distributed everytime a change was made.

I have also written applications where i have only had client side technology at my disposal. For these, as Internet Explorer was the only browser used, i would make use of ActiveX objects for database access, file system access and for interop with standard MS Office applications.

Ofsted: April 2007 – July 2013
Job Title: Customer Service Adviser

Duties: Transferring over to a more permanent role, I am responsible for taking incoming calls from childminders or day care providers asking questions about their registrations, inspections and the standards they all have to adhere to. I also take calls from parents making complaints about childcare provisions.

I also put my technical skills to use to help automate areas of the contact centre and to make information easier to access. Some of these tools are still used now as part of the standard induction to that part of the business.

Ofsted: Jan. 2007 - April 2007
Job Title: Temporary Administrator – HMI Support

Duties: Ofsted stands for 'Office for standards in education'. It is a government based office which handles all the inspections carried out on schools, nurseries, Childminders and Adult learning. HMIs are the school inspectors. I work directly with these inspectors, arranging their travel needs such as rail, planes, car hire, and hotels. I, also, do general administrative Duties. This involves working with scheduling spreadsheets, the printing and forwarding of sensitive documents and typing, such as letters and minutes of meetings for the inspectors. I am also required to do internet/intranet based work and communications which includes evidence gathering for hire car, taxi and hotel prices and availability. Other jobs include the booking of meeting rooms, car parking and buffets if required.

First Choice: April 2006 - Nov. 2006
Job Title: Outbound telemarketing sales advisor

Duties: Making outbound calls to present customers, selling extra services available to them and also performing customer service duties. During in un-productive calling times I provided clerical assistance to the customer services department.

Future Fone: Sept 2005 - April 2006
Job Title: Telesales executive

Duties: Calling present Orange customers (mobile to mobile) and discussing their monthly expenditure on their Orange mobile phone bills, then selling them a new Orange contract that would be more beneficial to them and save them money on their monthly bills.

L.B.M.: Feb2005 - Sept 2005
Job Title: Call centre agent

Duties: This is an outsourced call centre so they had many contracts with leading brand names in tele-communications, financial institutions. Using an auto dialler, I could be on an inbound, customer service role with data entry duties one month and on an outbound sales role the next.

Comfortex: Oct 2003 - Feb 2005

Job Title: Fibre fill Operative

Duties: Pack cushions into bags in relevance to orders and fill out appropriate paperwork

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J.J.B. Sports: Aug 2001 - Oct 2003
Job Title: Sales Assistant

Duties: General customer service, selling shoe care and store cards

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Index: Dec 2000 - Jan 2001
Job title: Stockroom Assistant

Duties: Picking Stock and sending it to the shop floor

D.T.S. Processing: Aug 1999 - July 2000
Job Title: Garment Handler

Duties: Picking, Packing, loading, unloading, bagging and un-bagging of garments

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The Disney Store: Oct 1998 - Feb 1999
Job Title: Shop and Stockroom Assistant

Duties: Customer Service, Signing in, checking and putting away deliveries and pre-selling the latest video releases

References available on request