Fay Skerritt

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EXPERIENCE

Monica Vinader Ltd   December 2016 – December 2019

Operations Team Leader and Business Analyst in a fast growing, entrepreneurial environment. Involvement across three operational functions, analysing business functions to propose process improvements and technical solutions. UK's fastest growing jewellery brand with growth of £25m in 3 years.

Business Analyst
- Determined the requirement for a quicker and more efficient returns solution after analysis of return rates and business processes presented the opportunity for a major improvement project
- Collaborated with the Product Manager to design and implement a bespoke ecommerce returns system offering a self-service option to customers when returning items

Key achievements:
  - Improved customer experience and website usability
  - Increased customer uptake by 40%
  - 60% decrease in time taken internally to process each return, massively increasing the efficiency of the team
  - More reliable data for reporting on customer return trends identifying product issues to the merchandising and quality assurance teams.
- Identified required features and functionality in a use case for developers. Created user stories with wireframes and acceptance criteria to ensure the user interface was clear and concise to enable ease of use for the team
- Reviewed progress at the end of each sprint and flagged priority items for the next sprint backlog, performed user acceptance testing at the end of the project and fed back to developers
- Developed a resource planning model for the Operations Director that tracked performance and calculated required no. of heads to achieve desired output, which altered with changes in marketing and sales forecast

Inbound Team Leader
- Used forecasting tools such as S&OP to plan resource throughout the year as well as monitored short term factors in order to respond quickly to problems and high workloads
- Regular 1-2-1s with a team of 8 to support development, using productivity and quality figures as feedback
- Imposed an AQL sampling method to the quality checking function after analysing data showing 0 defect rates for many products, this improved the department's productivity by 45% by checking random samples of stock with a tolerable defect limit
- Implemented a new expediting process using a google sheet import solution involving merchandising and marketing teams to ensure stock is moved through the business in a timely manner, prioritising stock when necessary to maintain good availability for product launches and press/celebrity exposure.
- Reviewed data from workflow system used to monitor internal testing and made changes to the categories and options within the software to gain more reliable data that was used to feedback to suppliers
- Identified and reported high priority product quality issues to CEO to inform critical recall/acceptance decisions

Amazon.co.uk July 2015 – November 2016

Member of the grad scheme to learn the Amazon Way. Rotation of roles to develop a deep understanding of Amazon's operations as well as understand team leadership and analytical targets

Graduate Area Manager
- Managed the day-to-day operations at Amazon's 3rd largest site in the UK. Communication with other departments was key to ensure operations run smoothly
- Attended multiple Amazon grad training sessions in Europe and the UK and was involved in developing best practice and training documents that were used across Amazon sites
- Used metrics to perform regular deep dives for process improvements. Involved in multiple software updates where we trialed different logic to improve the correlation between the size of the box and the dimensions of the product to reduce the number of items being sent in oversized boxes. Data was also used to determine the most efficient setup of benches to increase productivity
- Led a large group of diverse employees, developing them to reach their full potential. Engaging with and motivating them to ensure performance objectives are met.
- Following Amazon's policies and procedures when carrying out manager's responsibilities, ensuring standards of discipline are maintained and any infringements are handled correctly, whilst also maintaining health and safety standards within the department to promote a positive health and safety culture

Skerritt Consultants Ltd   July 2012 – July 2013

Executive Assistant at a chartered firm of Independent Financial Advisers and Wealth Managers
- Organised and maintained communications between all teams of the company
- Provided concepts and direction to the digital marketing agency to build and implement a new website
- Responsible for planning and implementing a seminar for 30 attendees that took place at the Brighton and Hove AMEX stadium, providing an insight into pension auto-enrolment in the financial industry

PROFILE

I have an operational perspective and creative problem solving approach to my work. I think logically, am able to adapt quickly to different situations and have a desire to succeed. With a background in people management and experience in fast growing ecommerce companies, I am able to thrive in dynamic environments by making data-driven improvements to processes and solutions.

Currently undertaking an online diploma in software development to become a Full Stack Web Developer.

PORTFOLIO

HTML5 & CSS3 project to create a static front-end site to present useful information to users, responsive across all devices - https://fayskerritt.github.io/Fay-Skerritt-M1/index.html

JavaScript project to create an interactive front-end site using an external API - https://fayskerritt.github.io/cocktailclub/

Python project to create a full-stack site that allows users to manage a common dataset about a particular domain - https://pad-plants.herokuapp.com/