

James Barlow

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I am an experienced contractor in financial services looking to move into a new role in software development. Comfortable working as part of a team, I would bring strong communication skills and leadership to any role. Have displayed commitment, attention to detail and adaptability in previous roles and am eager for the chance to further develop my skillset.

Key Skills

Teamwork

- Valued member of several different project teams, providing support to colleagues wherever needed to ensure team goals achieved.
- Worked effectively as part of a volunteering team to complete a variety of conservation tasks.
- Completed a number of group projects as part of my degree.

Communication

- On projects I have worked alongside other departments and discussed the operational requirements of the case handling team and how they fit into other aspects of the project, such as development of internal systems and data extraction software.
- Utilised excellent listening skills in phone contact roles which enabled me to take in and record detailed information to a high standard.
- Able to exercise independent judgement and to bring important information to the attention of colleagues, managers and customers, providing succinct advice both verbally and in writing.

Data Analysis

- On a Deloitte contract I spent time working with a team developing data extraction software. Analysed the data looking for potential errors and patterns.
- As a complaint handler reviewed data from several different databases to reach the correct outcome.
- Dissertation section of my degree involved the analysis of 1000s of data points of the geographic spread of crop wild relatives. Utilised my skills with Excel and other Microsoft programmes.

Organisation

- As a contractor I have demonstrated the ability to manage my own time to consistently meet required targets.
- Able to plan ahead to prevent tasks building up and ensure deadlines are met whilst prioritising the most important work and took responsibility for completing additional tasks. For instance clearing up projects approaching completion.
- Outside of work have proven organisational skills as the captain of my local cricket team, which involves both the organisation of the players and the preparation of the pitch. As well as communication with league officials.

Employment History

11/2018 – 08/2023

Momenta – Contractor on a variety of Deloitte projects

Asylum Claim Case Handler

- Case Handler for asylum claim applications, pulled data from multiple systems to ensure each case was ready for final decision.
- Worked to a high level of accuracy, 100% quality check results throughout.

Expense Escalation Team

- Assessed partner expense claims in relation to company policy.
- Worked with the executive assistants submitting the claims to ensure process was understood and followed.
- Handled difficult conversations with partners in a professional manner.

PPE Distribution

- Liaised with managers and health professionals in a variety of healthcare settings to establish their PPE needs at start of pandemic. Used my judgement to decide what to send based on availability of stock and their requirements.
- Had to display empathy and strong listening skills to deal with people in high pressure situations.

PPI Case Handler & Data Extraction Quality Analyst

- Worked as QA for a team developing new data extraction software.
- Identified issues in the data and provided feedback to the software team at briefings.
- Demonstrated high attention to detail and adaptability to an evolving process.

11/2015 – 12/2017

Hazell Carr (MBNA Contract) - Complaint handler & Contact centre associate

- Assessed and made decisions on PPI complaints.
- Utilised effective time management to prioritise cases and hit targets.

04/2014 – 12/2014

Direct Life and Pensions - Insurance administrator

- Acted as an intermediary between financial advisors, their clients and providers.
- Required excellent organisation, teamwork and communication skills.

Education

2010 - 2013

University of Birmingham, BSc Biosciences

Overall grade 2:1

- Managed time effectively to incorporate lectures, research and lab work.
- Dissertation on crop wild relatives involved an analysis of large amounts of raw data.

2008 – 2010

Alton College, Hampshire

A Levels;

- A in Geography
- B in Biology and Maths

2003 – 2008

Churcher's College, Hampshire

GCSE's;

- 11 A*-B's including Maths (A*) and English (B)