

**Personal Statement:**

Experienced Problem Analyst and Support provider, looking to make the transition to web development. Have experience building responsive websites with HTML, CSS, Javascript and Bootstrap, as well as grounding in PHP and Ruby. I am very keen to learn new skills, and capable of picking them up and implementing them very quickly.

**Employment History:**

**Problem Analyst, Aquilaheywood, December 2015 - July 2018**

Performing Incident Investigation and Root Cause Analysis, as well as managing and maintaining help desk software and coordinating timely defect fixing and delivery of patches to clients.

**Key achievements:**

- Providing in-depth Problem Investigation and Root Cause Analysis into software defects, liaising with clients and internal stakeholders to agree the best approach, and to provide excellent Client Support, using bespoke tools and SQL.
- Leading regular Problem Review Board meetings with Developers and Product Owners to prioritise and schedule Problems into the Patching cycle, ensuring KPIs and SLAs were met.
- Using Microsoft SQL Server Management Studio and Reporting Services to build and maintain a large library of reports from Sostenuto for all areas of the business, including senior management, aiding in the creation of new Service Desk KPIs and benchmarking
- Principal Subject Matter Expert in the maintenance, development and configuration of Sostenuto Helpdesk software, including automation and workflow improvements
- Coordinating and implementing the upgrade of both Test and Production Sostenuto systems through four release cycles.
- Coordinating delivery of or personally applying core patches to Client and Internal installations of 'Administrator' software on Weblogic and Tomcat servers, using Linux and AIX Command Line Interfaces.
- Delivering internal training on Sostenuto usage and configuration, as well as induction training on the Service Desk processes, to new starters and existing staff.
- Maintaining Client, Release and Problem records to ensure reliability and accuracy of reporting at all times.

**Customer Support & Operations Management, Yearbook Machine. March 2014 - December 2015**

Providing impeccable customer support on multiple platforms, as well as leading on business analysis and managing operations.

**Key achievements:**

- Oversaw Customer Support and Operations for two production periods, using telephone and digital tools to manage these.
- Wrote and ran SQL queries to procure and prepare over 5 years' worth of data and company metrics for interpretation.
- Led first time, top level analysis of production cycles and marketing campaigns in order to inform future business strategy.
- Presented Insights into Customer Behaviour patterns to the whole business, and spearheaded discussions to plan upcoming production cycles.
- Acted as principal liaison with external suppliers, maintaining excellent working relationships and ensuring all orders for 2015 sales season were delivered on time.
- Collaborated with in-house Developers to design and create bespoke Production Management dashboard that allowed orders to be tracked throughout the production cycle.
- Compiled several resources for sales, marketing and Customer Support purposes, including writing the Support Centre FAQs from the ground up, and creating presentations for sales visits.
- Performed other duties for the business such as reconciling the company accounts, arranging the renewal of the Business Insurance, and registering Trademarks in the UK and USA.

**Customer Service team, graze.com. November 2012 – March 2014**

Provided exceptional customer service over myriad digital platforms, and conducted project research.

**Key achievements:**

- Regularly resolved over 100 customer email cases daily whilst providing the highest level of service and customer care, using desk.com, admin (a bespoke accounts database) and other programs.
- Worked independently to a brief from the CEO to develop the Wholesale Orders procedure from the ground up, testing various approaches before finalising the model used today.
- Demonstrated leadership by spearheading the redevelopment of the Customer Service team's knowledge base, co-ordinating two other team members, as well as mentoring new starters by providing guidance and advice.

**Education & Qualifications:**

**University of Bath: 2011:** BA (Hons) Modern Languages and European Studies (French and Spanish), 2:1.

**St Bede's Sixth Form, Redhill, United Kingdom: 2007:** A-Levels, French, Spanish and Government & Politics, BBB.

**CompTIA A+: November 2018**

**Notable Skills:****Languages:**

- Native English speaker
- Fluent in written and spoken French and Spanish.

**Technical skills:**

- Very confident with Windows (up to & including Windows 10), Mac OSX and Linux (Ubuntu) desktop environments
- Experienced with using AIX & Linux Command Line Interfaces to create, modify and move files, as well as execute and debug programs.
- Extensive usage of SQL Server Management Studio, as well as frequent use of PL/SQL Developer and SQL\*Plus.
- Proficient in SQL Server Report Builder/SSRS
- Expert in Sunrise 'Sostenuto' helpdesk application, configuring, maintaining and upgrading - including Server maintenance
- Completed the Skillcrush 'Web Developer Blueprint' course, providing experience with HTML5, CSS3, Javascript, jQuery, Git tools and Ruby.
- Completed Full Stack Web Developer Blueprint on Udemy, which in addition to the above, provided grounding in Bootstrap 4.0 and PHP.

**References on request**