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|  | |  | 07788320592 | leonmyhero@hotmail.com | 5 Bleakridge Avenue, ST5 8SL |
| mingtao zhang | |  | summary | | |
| Data-driven professional with experience in database design, automation, and data analysis at bet365. Adept at building scalable solutions (MS Access databases, Excel dashboards) to optimize workflows and reporting. Proven expertise in relational database design, query automation, and data-driven decision-making. | | |
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| key skills |  | | WORK EXPERIENCE | | |
| * Database Development: MS Access (Rational Design, VBA Automation) SQL Query Logic * Data Analysis Excel (Pivot Table, VBA) * Data Visualization (Excel Dashboard) * Workflow Optimization, Report Generation * Tools and Language: MS Access, Excel, VBA, SQL, HTML/CSS, Python, JavaScript |  | | Customer Service Deputy Manager bet365 | Stoke-on-Trent  01/2022 - Present   * Created an Agent Performance Tracker database and a team development hub to identify key areas for employee growth through data-driven insights. * Developed and implemented custom automation tools in Excel VBA and MS Access, improving efficiency on certain tasks by 50%. * Utilize Excel-based analytics to identify and resolve payment product issues faster. * Structured the Asian Knowledgebase in SharePoint, increasing procedure accessibility and efficiency. * Built Excel-based dashboards to visualize and analyze customer complaints & website issues, leading to a faster resolution rate by 30%. * Led departmental resource and planning team, built forecasting models using Excel to optimize staff allocation and ensure adequate shift coverage. * Collaborated with payment providers to design a Payment System Performance Monitoring Dashboard, defining KPIs, creating real-time alerts, and optimizing system performance tracking. * Manage a team of 25 members, coaching and mentoring them to maximize performance.  Asian Customer Account Supervisorbet365 | Stoke-on-Trent 01/2017 – 01/2022  ​Supervised a team of 12 agents, ensuring high service quality and compliance.  Led real-time escalations, resolving 98% of disputes successfully.  Optimized chatbot workflows, reducing live chat handoff rate and improving automated resolution efficiency. Asian Customer Account Team Leaderbet365 | Stoke-on-Trent 01/2014 – 01/2017  ​Led and coached 5 advisors, improving performance through effective PDP-setting.  Monitored team performance, implementing coaching and training initiatives that enhanced service quality.  Liaised across internal departments to drive continuous service improvements. Fraud Analysis Specialistbet365 | Stoke-on-Trent 05/2012 – 01/2014  ​Collaborated with the investigation team manager to build an MS Access based Investigation Database to centralize fraud investigation data, enhancing data integrity, accuracy, and real-time analysis. Customer Service Advisorbet365 | Stoke-on-Trent 03/2010 – 05/2012  ​Provided multichannel customer support via live chat, email, and phone, ensuring prompt query resolution and a high standard of service.  Played a key role in training and mentoring new staff, developing their understanding of company procedures and customer handling. | | |
| education |  | |
| * Master of Business Administration (MBA) - Finance   University of Southern Queensland / 2002-2004   * Bachelor Degree in Medical Electronics   University of Shanghai for Science and Technology / 1996-2000 |  | |
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