**MATTHEW HUNTER**

**An Analytical Creative**

**Skills**

Adaptability; Analytical; Collaboration; Communication; Creativity; Critical Thinking; Enthusiasm; Leadership; Problem Solving; Project Management; Reporting; Stakeholder Management; Visual Thinking

**Tools & Technologies**

Atom (Text Editor); CSS; GitHub; HTML; JavaScript; Microsoft Dynamics CRM; Microsoft Excel; Microsoft Office; Microsoft PowerPoint; Microsoft Word; Sublime Text (Text Editor)

**Profile**

I’m an enthusiastic Customer Relations professional with 10+ years experience. Analytical and creative, I’m happy working autonomously or as part of a team. Confident using my own initiative and knowledge, combined with strong decision making capabilities to meet any brief. Currently studying “Introduction to Programming” with Udacity.

**Experience**

**April 2021 – Date Customer Service Analyst**

**Unity Technologies**

* The first point of contact for the majority of Unity users who need help and guidance
* Supporting global users by answering tickets, live chats, and creating self-service articles
* Working with Unity’s internal teams (including Sales, Asset Store, and Marketing) to resolve issues as they arise
* Answering user’s non-technical questions with clarity and empathy, in a timely manner
* Writing and maintaining Knowledge Base articles (FAQs) to allow users to self help
* Maintaining a high standard of quality to ensure customer satisfaction

**September 2019 – April 2021 Customer Relations Advisor**

**Southern Housing Group**

* Managing Stage One complaints and responding to enquiries from Councillors and MP’s
* Liaising with other group staff in order to determine necessary actions to respond and resolve customer complaints
* Championing customer concerns within the business and with contractors, challenging substandard customer service
* Assisting in the preparation of reports and reviews
* Working within a target driven/process framework, meeting and exceeding targets

**July 2019 – September 2019 Website & Social Media Manager**

**The White Horse Smokehouse & Grill**

* Create new company website using Squarespace
* Managing key channels – Facebook and Instagram
* Developing and maintaining content calendar for owned channels and website
* Analysing data from social media channels to build visual reports and written insights
* Attending and leading regular meetings, including presenting of new ideas

**July 2018 – July 2019 Junior Analyst**

**Virgin Atlantic Airways Ltd.**

* First point of contact for all IT/Technology troubleshooting within the department – Including diagnosis/resolution of software, OS, and hardware issues
* Managing expectations of Stakeholders
* Identifying and instigating change to protect the integrity of revenue based on business acumen and analysis
* Liaising with off-shore suppliers via email and telephone to ensure the timely processing of transactions within agreed SLAs
* Providing updates to procedures and policy changes made by the company to minimalize impact of processing
* Supporting the Revenue Account management team by reporting on specific workstream KPIs, as well as departmental KPIs
* Creating and monitoring the Workplace by Facebook group for the Refunds and Chargebacks team, including engaging with staff from around the business on the platform, answering queries and posting updates
* Protect and recover revenue across multiple channels, including ensuring all transactions are processed correctly, adhering to company policies, as well as recovering revenue

**March 2016 – July 2018 Customer Relations Advisor**

**Virgin Atlantic Airways Ltd.**

* First point of contact for all IT/Technology troubleshooting within the department – Including diagnosis/resolution of software, OS, and hardware issues
* Managing expectations of Stakeholders
* Complaint/request handling for all pre and post travel customers, as well as Joint Venture and partner companies such as Delta and Virgin Holidays
* Managing all customer complaints/requests from first point of contact to end resolution, to include investigating, researching and responding appropriately in a timely manner
* Post resolution aftercare
* Liaising with other business areas such as Press Office, Finance, Sales, Operations, Customer Experience, Crew/Airport Operations, and medical services
* Ad-hoc project support to management team, including collating/presenting data using Microsoft Word, Excel and PowerPoint
* UAT (User Acceptance Testing) – new internal CRM and loyalty systems

**October 2014 – March 2016 Customer & Social Relations Executive**

**Virgin Atlantic Airways Ltd.**

* First point of contact for all IT/Technology troubleshooting within the department – Including diagnosis/resolution of software, OS, and hardware issues
* Monitoring Virgin Atlantic’s social media channels (Facebook, Twitter, Instagram & YouTube)
* Providing day to day customer service, using social media platforms, as well as Microsoft Outlook, to ensure customers with questions, requests and complaints are responded to quickly
* Building a rapport and a positive social vibe with all Virgin Atlantic’s friends and followers
* Dealing with individual service breakdowns notified to airline by cabin crew and Pilots without the need for customers to contact the business after landing
* In times of extensive operational disruption, tweet and post updates on Facebook and Twitter, as well as acting as a point of contact for passengers in the air
* Social media contact for all medical/aircraft emergencies and disruptions, in air and on the ground

**2012 – October 2014 Customer Liaison Manager**

**Virgin Atlantic Airways Ltd.**

* First point of contact for all IT/Technology troubleshooting within the department – Including diagnosis/resolution of software, OS, and hardware issues
* Managing expectations of Stakeholders
* In addition to responsibilities as a Customer Relations Advisor, managing escalated complaints/requests to include those sent to Sir Richard Branson, the CEO and leadership team
* Complaint/request handling for high profile, VIP/CIP, Top Flyer, Upper Class and Flying Club Gold customers
* Data Subject Access request handling, involving collating and sharing information with the customer in line with data privacy/security legislation
* Ad hoc project management and support to Team Leader, including collating/presenting data using Microsoft Word, Excel and PowerPoint
* Designing and presenting inter-departmental education and training