**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**

CSS; GitHub; Gitpod; HTML; Microsoft Dynamics CRM; Microsoft Excel; Microsoft PowerPoint; Microsoft Word; Unity; Visual Studio Code

**Profile**

I’m an enthusiastic Customer Service professional with 20+ years of 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 working towards a “Diploma in Software Development” with Code Institute.

**Experience**

**April 2021 – Date Customer Service Analyst**

**Unity Technologies**

* The first point of contact for most 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 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 offshore 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.