

Matt Russell

Contact Information:

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Professional Summary

A detail-oriented and self-motivated professional with a strong background in customer service & credit control. Currently transitioning into web/software development, having earned a certification in responsive web design and actively learning JavaScript. Proficient in balancing creative and analytical tasks, excelling in high-pressure environments, and fostering effective communication with diverse teams.

Skills

- **Technical Skills:** HTML, CSS, JavaScript (in progress), SAP, K8/CRM systems, Microsoft Office Suite (Word, Excel, Outlook)
- **Customer Service:** Effective communication, problem-solving, complaint resolution, and empathy for vulnerable customers
- **Organisational Skills:** Deadline management, multitasking, attention to detail, and adaptability
- **Creative Skills:** Music production (FL Studio, Logic, Pro Tools), fashion design (Adobe Illustrator), photography (digital and film)
- **Additional Certifications:** TQUK Level 2 in Principles of Team Leading, First Aid, Full UK Driving Licence

Professional Experience

New Business Controller

Howdens Joinery Ltd (March 2022 – Present)

- Conducted credit assessments for new account applications, ensuring all documentation was accurate and compliant.
- Managed referrals from colleagues, providing quick and thorough credit evaluations.
- Balanced workload to meet deadlines while maintaining high attention to detail.

Credit Controller

Howdens Joinery Ltd

(July 2021 – March 2022)

- Oversaw account payments and resolved customer queries for 18 depots across the South East region.
- Enhanced communication skills through collaboration with remote teams and customers.
- Improved organizational capabilities in managing high-volume workloads.

Senior Collections Advisor

Nationwide Building Society

(August 2019 – July 2021)

- Assisted customers in financial difficulty by tailoring payment plans to suit their needs.
- Worked on sensitive cases, including vulnerable customers and complaints resolution.
- Developed in-depth knowledge of financial products and remote working efficiency during the COVID-19 pandemic.

Customer Service Advisor

Wickes Building Supplies Ltd

(April 2017 – December 2018)

- Managed customer concerns across various departments, including kitchens and bathrooms.
- Handled complaint resolution, delivery coordination, and email communications with internal teams.

- Strengthened deadline management and teamwork skills.

Previous Roles:

- **Barman/Waiter**, The Britannia Inn (*June 2016 – March 2017*)
- **Sales Advisor**, Kurt Geiger (*November 2015 – June 2016*)
- **Waiter**, Frank's Hamburger House (*August 2014 – September 2015*)
- **Sales Assistant**, Brantano's Footwear (*February 2013 – August 2014*)
- **Ballboy**, Northampton Saints RFC (*2008 – 2013*)

Education

Northampton School for Boys

- **GCSEs:** English, Maths, Drama, Design Technology, Biology, Chemistry, Physics (Grades A, B, D)
- **A-Levels:** Photography (B), Psychology (B), English Language (C)

Interests and Activities

- **Creative Pursuits:** Music production, playing instruments (guitar, piano, clarinet, violin), fashion design
- **Personal Development:** Programming (freeCodeCamp, The Odin Project), fitness, health, and wellness
- **Hobbies:** Board games, quizzes, photography, and spending quality time with family and friends