

Ollie Jeffcote

Portsmouth | oliverleej@hotmail.com | 07983878995

[linkedin.com/in/olliejeffcote](https://www.linkedin.com/in/olliejeffcote) | github.com/oliverlee96

I am an enthusiastic and driven Product Manager, passionate about taking the lead and making software that works. I work tightly with sales, marketing, and operations teams to deliver a product that goes above and beyond expectations. I successfully lead our engineering team using strong communication skills to create a friendly and motivational team environment.

Work Experience

Elements.cloud | Junior Product Manager | 03/2021 - Present

I directly support the VP of Product Management with the design, release, and platform management of the Elements product. I work closely with Sales, Customer Success, and Software Development teams to support the end-to-end release lifecycle, using Agile methodology.

Responsibilities:

- Helping to define the product roadmap, and analysing the competitive landscape
- Analysing product usage and customer retention data in Excel
- Carrying out customer engagement interviews
- 1st and 2nd line technical support

Achievements: I quickly learnt our software and began assisting Customer Success with solving technical support cases, speaking with customers, and building relationships with key players in the Salesforce ecosystem. After 4 months I was confidently leading my first project to redesign the platform homepage.

Tesco Express | 07/2019 - 02/2021

Duty Manager | 05/2020 - 02/2021

- Responsibilities: Managing the store, financial and stock database administration, ensuring the store adheres to health and safety targets, supervising, training, and motivating team members.
- Achievements: I consistently meet store budget, shrink, and customer satisfaction targets.

Customer Assistant | 07/2019 - 05/2020

- Responsibilities: Assisting customers, stocking the shop floor, cleaning.

J. Sainsbury PLC | Trading Assistant | 09/2018 - 09/2019

- Responsibilities: Stocking and tidying the store, contributing across multiple departments instore, organising stock in the warehouse for efficient replenishment.
- Achievements: Trained new colleagues across various departments, ensured the continual success of monthly promotional changes, met customer satisfaction targets.

FK Distribution, Denmark | Commercial Distributor | 04/2018 - 06/2018

Delivered subscription marketing flyers around my local area in Copenhagen. I met all delivery targets and built good relationships with the local residents.

Education

University of Bristol | Bachelors | Sociology with Study Abroad | 2015-2019

1st Class Honours. My dissertation analysed self-collected data on students' attitudes towards the LGBT community. I utilised both qualitative and quantitative research methods and analysis.

- Units included: Environment and Society, Social Research Methods, and Risk, Danger and Disaster. Received Dean's commendation for excellent performance (2016, 2017, 2019).

Copenhagen University | Study Abroad [Erasmus] | 2017-2018

- **1st Class Honours.** Units included: Sociology of Organisations, Danish Society, International Development (BSc and MSc level).

Havant Sixth Form College | A Levels | 2013-2015

A Levels: AAA in Biology, Chemistry, and Sociology. AS Levels: B in Spanish.

Portsmouth High School | GCSEs | 2007-2012

10 A*- B grades including Maths, English, and Science.

Extracurricular Achievements

Digital Coordinator | National Student Pride | 2021-2022

Volunteering 5 hours a week, assisting the Media team with the design and development of an app and improving the website for the National Student Pride event planned for February 2022.

Student Mentor | Bristol LGBT+ Society | 2016-2017, 2018-2019

Mentoring first year students to help them settle into the society and university life.

Student Representative | UoB Faculty of Social Sciences and Law | 2016-2017

I attended meetings with staff to put forward students' complaints and recommendations concerning the Sociology course. Successes include an increase in careers events for students, improved communications between students and the faculty, and better social events for the Sociology Society.

Sports

Played for intramural hockey and football teams at school and university. I play football weekly.

Additional Courses

- Codecademy Basics of Programming completed November 2021.
- LinkedIn Learning "HTML Essential Training" course completed July 2021.
- Salesforce Trailhead Mountaineer Rank as of June 2021.
- Code Institute 5 Day Coding Challenge (HTML, CSS and JS) completed June 2021.
- Bright Network Technology Virtual Internship completed January 2021.
- JP Morgan and Chase Software Engineering Virtual Experience completed January 2021.

Skills

- Languages: Confident conversational Greek speaking and reading, and AS Level Spanish.
- Tech stacks: Very confident with Jira, Confluence, Salesforce, Elasticsearch (Kibana), Excel.