

# ROBINSON ANTONYVINCENT

## Contact me



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## Personal Profile

My name is Robinson (prefer to be called Rob) and I am a business management graduate who has a strong interest in IT, security and compliance. I'm an ambitious learner and enjoy detail-oriented tasks so I am interested in roles which provide learning experiences, career growth and personal development. I am experienced in team-based roles with proven communication and organisational strengths. I am an enthusiastic problem solver; I like embracing challenges and difficult tasks, especially if I need to provide real-world solutions. I pride myself on meeting targets and keeping organised. Working in a compliance team has provided me the opportunity to understand the importance of security, precise documentation and being vigilant in a changing digital landscape; I am now looking to utilise these skills in my next career.

## Work Experience

### August 2023 - Present | Zero Deposit | Compliance Assistant

- Conducting quality assurance, internal audits, AML checks, mystery shopping as part of the compliance monitoring plan targeted towards employees, partners and customers.
- Reporting to regulatory bodies and estate agents in the property sector and insurance, providing analysis and feedback on customer surveys, mystery shopping and complaints.
- Monitoring claims, disputes and complaints and making decisions against our risk appetite and the advice set out by the FCA, ICO and GDPR rules and regulations.
- Onboarding new partners and employees, managing the company's IT equipment plus tech support, carrying out due diligence and sending out relevant contracts.

### April 2023 – August 2023 | Rubber Road Ltd. | Business Development Manager

- Generating business leads via prospecting and outbound calls and emails.
- Managing existing accounts, managing customer relationships and opening new accounts.
- Working in the video game industry selling a range of toy merchandise and collectibles.
- Face-to-face opportunities, visiting stores and large conventions to speak to customers, new and existing.

### November 2018 - October 2022 | QRS Market Research | Customer Service/Data Collection/Team Leader

- Starting as a telephone interviewer (completing surveys and collecting feedback/data for clients) in a call centre and progressed to a team leader, though I switched to part-time hours whilst I completed my business degree (2019-2021).
- Promoted to team leader within 6 months, which consisted of data management and analysis, CRM management, excel spreadsheet work and IT support. I also had the chance to become a project manager for one month.
- I learnt many different skills during my time at QRS, ranging from customer service skills, supervision of employees, management of data, meeting deadlines, strengthening IT and excel spreadsheet knowledge and improving my knowledge of logistics and networking.

#### **Work Achievements:**

- Refined operational, regulatory, and data security responsibilities to ensure compliance and improve company efficiency
- Achieved 19 surveys in one day, the highest total number of surveys done for the project and two surveys away from the company record.
- Achieved the highest hourly conversion rate of surveys in the 2019 period for a specific project (average of 2.3 surveys per hour).

**Further work experience accessible upon request**

### **Education & Qualifications**

September 2019 - September 2021 | **The Open University, Online**

**Undergraduate degree:** BA Hons degree in business management at Open University: **2.2 (64% overall)**

September 2014 - September 2017 | **Sheffield Hallam University, Sheffield**

**CertHE Accounting and Finance**

Modules studied included: Financial Accounting, Management Accounting, Financial Analysis for business, Business Economics, The Professional Accountant, Law, Corporate Governance and Ethics

September 2012 - September 2014 | **Hitchin Boys' School, Hitchin**

**A levels:** English Language & Literature (**B**), Mathematics (**B**), Economics (**D**) and Physics (**E**)

September 2010- September 2012 | **Hitchin Boys' School, Hitchin**

**GCSE's:** 4 A\*s, 7As, 3Bs including all core subjects

### **Transferable Skills**

#### **Communication**

- Strengthened communication through various roles such as a BDM, team leader, customer service operator and being a part time primary school teacher to year 6 pupils.
- Continuous feedback via QA and monitoring at Zero Deposit to all team members in operations and partnerships.

#### **Teamwork**

- Overseeing multiple projects whilst being team leader at QRS, instructing and motivating employees to maintain, foster and support a successful goal-driven environment.

**Problem Solving/ Decision Making**

- Streamlining the onboarding process for new employees for Zero Deposit and enhancing security processes
- Creating short-term team strategies at QRS independently to ensure my team was working towards targets and deadlines.

**Leadership**

- Team leader during my time at QRS. I was overseeing many employees, making sure they were receiving the correct data samples, helping them if needed and making sure monthly targets/ quotas were being met.

**Technical skills**

- 1 year engineering placement with Zero Deposit to develop my knowledge of HTML, CSS, Python (Django), Github and Git controls, gaining an understanding of infrastructure, frameworks and back-end security
- Confident research skills to use the web to cite key information and expand knowledge as well as using tools such as Microsoft Office and Google Sheets

**References are accessible upon request**