

# Matthew Woodward

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## Personal Profile: -

A highly motivated and adaptable individual seeking a challenging position that will utilise the skills and knowledge acquired through past work experience. I have methodical approach to work and have a strong drive to see things through to completion. Through past work experience I have developed a good working knowledge of SQL coding and a high level of IT skills in Microsoft Office applications including the advanced use of Microsoft Excel including the use of pivot tables and VBA and utilizing Power BI to build useable dashboards/reports.

## Work history: -

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2020 – Present	FS Manager – Credit Analyst	Shop Direct Finance Company
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- Senior analyst within the Third Party and Relationship Management (TPRM) team within the Credit Risk function.
- Manage a team of 5 support analysts within the TRPM team, providing support and training to enhance their skills and careers.
- Responsible for producing all the reports within the team including the monthly performance pack which is presented to several senior stakeholders. Using Excel, PowerPoint, Power BI.
- Work in a regulated environment (FCA).
- Regularly work closely and collaborate with different areas within credit risk such as collections strategy and loss forecasting.
- Use data to provide recommendations and implement these recommendations.

2016 - 2020	Data and Decision Support Analyst	Shop Direct Finance Company
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- Cover all areas of credit operations specialising in debt recovery.
- Provide insight and recommendations to senior stakeholders.
- Design and create dashboards using SQL and Microsoft Excel for a senior audience.
- Work in a regulated environment (FCA).
- Plan own workload and prioritise work as necessary.
- Automate various work types through both SQL and Microsoft Excel (VBA) to make tasks less time consuming and remove possible human error element.
- Provide ad-hoc analysis and insight for senior stakeholders to reach best decision.
- Provide support in training colleagues on the team.

2012 - 2016	Debt Recovery Data Coordinator	Shop Direct Finance Company
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- Handle large amounts of data daily.
- Provide daily reports and interpret and analyse data for senior colleagues.

- Input improvements to current processes and implement and manage new processes.
- Responsible for the writing of all the SQL codes used within the debt recovery function.
- Use both written and oral communication to liaise with internal and external colleagues to reach best solutions.
- Working in a regulated environment (FCA).
- Plan own workload and experience of working both in a team and individually.
- Regularly attend and contribute to meetings with business partners and have built up good working relationships with current business partners.
- Active member of the departmental incentive committee to help make it a good place to work.

<b>2008 - 2012</b>	<b>Debt Recovery Advisor</b>	<b>Shop Direct Finance Company</b>
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- Receiving and resolving account queries by gathering all necessary information from a variety of sources to reach the best solution for both the customer and company.
- Working to set targets - volume of work completed in a set time.
- Liaising with both internal and external colleagues daily.
- Developing and managing processes.
- Working in a regulated environment (FSA).

**2006 - 2007      Quality Assurance Technician      F. Duerrs and Sons**

- Working under own initiative and to tight deadlines.
- Responsible for quality of product and having final say if product can be released.
- Working in a regulated environment.
- Auditing of paperwork filled out by line workers.

<b>2000 - 2005</b>	<b>Customer Assistant</b>	<b>Tesco Stores Ltd</b>
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- Part time position while completing studies.
- Working on check-out responsible for handling cash, credit/debit card payments etc.
- Working face to face with customers delivering first class customer service.

**Education: -**

2002 - 2005	BSc (Hons) Forensic Chemistry	Manchester Metropolitan University
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- Achieved 2:1 degree in this course.

**1999 - 2001** **Wigan and Leigh College**

- 3 'A' Levels at grade C-D in Maths, Chemistry and Information Technology.

**1994 - 1999** **Fred Longworth High School**

- 9 GCSE's at grade A\*-C including English, Maths and Science.

## **Skills: -**

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- SQL
- Microsoft Excel (VBA, formulas, pivot tables)
- Microsoft Word
- Microsoft PowerPoint
- Microsoft Power BI
- Data Analysis
- Credit Risk

## **References: -**

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References available on request.