

Mr Tom Gallagher,
42 Water Street,
Ribchester,
Nr Preston,
Lancashire.
PR3 3YJ

Dear Sir or Madam,

My name is Tom Gallagher and I would like to be considered for the advertised role. With regards to my background, I recently worked in Financial Services with a recent milestone role being a long-term position covering two Premiership football contracts in the North West, though I am looking to explore a new position to support my future career objectives. I'm looking to explore a role that draws upon my value added orientation where the employer is looking to acquire an employee with advanced knowledge of science, philosophy and business theory to boost the composition of the current workforce. In terms of my career situation, I have a detailed paragraph at the start of my CV and in support of my application, I would like to highlight the following points of this document:

- Six to seven years of recent Customer Services experience mainly in elite sport with Burnley FC as well as Manchester United FC with supervisory exposure, plus development from a prior three year Business Support career (including work at a world-leading City investment bank)
- Very strong academic background – Educated to Masters level in business research, 1st class Business Management degree (winner of the prestigious Academic Achievement and Overall Performance Prize for coming top of my year), 4 A-levels, 11 GCSEs
- International Work Experience – Six-month internship in Shanghai with significant exposure to international consulting projects. From this, I am familiar with dealing with clients/colleagues from Europe, Asia, America and Australia.
- Dynamic work orientation – A self-starting change agent who is results-focused and innovative in his approach
- Development focus – I have researched in the areas of Recovery, Self-Efficacy and I-Deals at a high level, which figures in evidence-based cultural initiatives
- Comprehensive skill set – Excellent Leadership, Organizational, Communication, Interpersonal, Computer and Analytical skills

If you require any further information, please do not hesitate to contact me on (01254) 820142 or by e-mail at tom.gallagher0011@protonmail.com. Thank you for your assistance and I look forward to hearing from you.

Yours Faithfully,

Tom Gallagher

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About Me

Russell Group university award winner in Management with a research master's degree, research output, three years in Business Support, seven years in Customer Services and with supervisory exposure. My experience spans China consulting, investment banking and Premiership football based on superb analytical skills. I'm looking to deploy my veteran identity in Business Support with a leading firm, based on evidence-based practice from a background in many unique hot zones of commerce.

Skills

- Leadership – Dyche-era elite sport internal promotion and in the UK graduate top percentile
- Organization – 13 working papers in management research
- Communication – Extensive business study since 2001
- Interpersonal – Former expat who has worked with many nationalities
- Computing - Highly proficient in the use of Microsoft Office and SPSS with working knowledge of Python, SAP, Oracle, Salesforce and Financier.
- Analytical – Solid grounding in qualitative business research; detailed understanding of quantitative methods such as Descriptives, Multiple Regression, Logistic Regression, Structural Equation Modelling and Factor Analysis.

Employment History

March 2023 – July 2023, Studio, Account Servicing Advisor

Additional financial services experience switched to Operations, derivation of research ideas. Resolving front line customer queries for consumer credit accounts and managing rerouting to specialist teams as required; providing a flexible deployment option relative to real-time and web form support structures for the operational workload

August 2022 – September 2022, Lands' End, Customer Service Agent (Remote)

Temp Operations role to explore E-Commerce. Processing new sales orders for clothing and triaging front line workload relative to service team; providing problem solving support around previously placed orders and delivery

October 2021 – January 2022, Capita O2, Customer Service Advisor (Remote)

Working two positions simultaneously, exploring Telecoms Operations. Engaging with customers to solve problems, primarily in relation to Pay Monthly mobile phone contracts; referring cases to specialist departments based on definition of customer's needs; making notes of conversations in bespoke IT systems; developing product knowledge in a uniquely complicated, high-tech sector

July 2016 – May 2022, Burnley FC and Manchester United FC, Customer Care Coordinator then Supervisor

Elite sport Operations experience, plus performance/development exposure. Leading a team of 15 staff in providing a positive Premier league match day experience and security coverage for fans; investigating any incidents that occur and finding solutions for the more complex problems that front-line employees encounter; providing real-time response to instructions from central match control via radio. Writing match reports on incident management and position checks regarding stadium deployments; answering customer queries and liaison errand running; interacting with first team players and coaches; introduced new training methods for front line staff

April 2007 – July 2007, Bank of New York, HR Assistant

Temp HR role bridging to start of academic year. Tracking Joiner and Leaver processes for numerous organizational sites; arranging induction meetings with applicants at the offer acceptance stage; acquiring ID documentation to confirm potential start dates; perform reference and background checks on all new employees; responding to applicant queries regarding process stages

March 2007, Societe Generale, HR Assistant

Temp HR role bridging to start of academic year. Interviewing candidates for front office roles within the organization; responding to client queries regarding numerous organizational processes; collating MIS documentation from suppliers; providing diary management support for team members; maintained and tracked employee absence information in terms of organizational systems

February 2007, Freshfields, HR Assistant

Temp HR role bridging to start of academic year. Supporting the initiation of a restructuring process at a main organizational site; determining potential requirements from numerous business managers; scheduling interviews with applicants and back office managers; processing client queries regarding the current process stage; maintaining electronic employment records

January 2006 – December 2006, Dresdner Kleinwort, HR Assistant

First main HR experience and exposure to The City. Handling the Joiner and Leaver processes for the Origination division of the company; arranging induction meetings for individuals from Analyst to Director level; updating the Stock Plan for senior managers across the organization; liaised with Recruitment, the Compliance function and numerous HR teams; provided advisory during a graduate recruitment process

January 2005-July 2005, Lehman Brown (Shanghai), Consulting Intern

Voluntary internship for international experience. Worked for a multinational team serving international clients; provided research support on market entry vehicles, finance function outsourcing, corporate fraud, taxation advisory and MIS for client queries;

interviewed 30 candidates (individual and panel) from junior to advisor-level management positions, CV screening, interview scheduling, candidate assessment reports; verified documentation based on my native English language skills; produced a company bulletin each month

August 2004 – December 2004, Criminal Records Bureau, Call Centre Agent

Role to fund overseas internship in China. Initiating new applications through the Customer Services database to forward information to individual candidates; advised on the status of individual checks and documentation requirements; processed sensitive data with the business area being linked to the Official Secrets Act.

Education

Degree: PhD in Management

Cranfield University | Nr Milton Keynes, Buckinghamshire

2008-2011 (enrollment)

Degree: MRes in Management Research

Cranfield University | Nr Milton Keynes, Buckinghamshire

2007-2008 (passed)

Degree: BA (Hons) Business Management

Newcastle University | Newcastle Upon Tyne, Northumbria

2001-2004 (1st and award)

Secondary School: Various

QEGS | Blackburn, Lancashire

1991-2001 - 4 A levels - Biology (B), Chemistry (B), Physics (C), General Studies (B)
11 GCSEs – French (A*), Biology (A), Chemistry (A), Physics (A), Maths (A), Geography (A), English Language (A), Spanish (B), English Literature (B), Religious Studies (B), Latin (C)

Select Research and Publications

Gallagher, T. 2015. What Kind of Spotlight for Conflict in the Flow of the Physical: the Roles of Citizenship and Deviance in the Genesis of Premiership Football Team Performance, In Press

Gallagher, T. 2017. Mirage of an Oasis or Suitable Drinking Spot? Bridging the Spheres of Work and Non-Work Positive Affect in the Development of Self-Efficacy, In Press

Gallagher, T. 2018. Enlistment for the Cause and the Realization of Foundational Capability: Good Soldier Non-Work Emotional Stability Dynamics in the Formation of the Self Concept, In Press

Gallagher, T. 2019. Snowballing Detachments and Ownership Dynamics through the Rapids of Organization: Positive Affect's Bridging Role in Docking into the Performative Self, In Press

Gallagher, T. 2020. Capital Regeneration in the Uncharted Mind Space: PsyCap at the Initiating Boundary of Cued Detachment Implementation, In Press

Gallagher, T. 2021. Where Can I Be Me for Configuring Landing Trajectory Highs: The Role of Developmental Leadership in the Genesis of the Creative Self-Concept, In Press

Gallagher, T. 2022. Staying Centred through Trajectories of Non-Work Activity: Empirical Effects of Comparative Polity in Light of the Performative Self, In Press

Honors, Awards, Professional Membership

- Academic Achievement and Overall Performance Prize – top graduate of 100 on the flagship Business Management undergraduate program at Newcastle University, gained whilst my mother was battling cancer

Languages

- English – native
- Mandarin – basic
- French – basic

Additional Information

- Keen interests in cycling, film, basketball, football and classic fiction literature
- Full driving license
- Gained a Brown Belt in Shukokai Karate and former regional basketball player
- Member of the Oriental Club in London
- Active skill developer: Online courses taken in Phenomenology, Digital Marketing and most recently Data Science (Python/Tableau)