

# Tom Crawford

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I am able to learn quickly and adapt effectively to new environments, working in cross functional teams leveraging their knowledge to best enable me to support external customers and internal stakeholders alike. I am confident in collecting and analysing data which allows me to tackle problems logically and think creatively to develop solutions, then having the ability to relay this technical information to a variety of audiences, technical and non-technical. Having gained valuable experience in my previous roles, most recently at Dext, I am ready to translate the skills gained into a new role developing my skills further.

## **Skills - Software**

SQL, PostgreSQL, Python, DBT, Looker, Git, AWS (Athena, S3, EC2, Redshift), Visual Studio, Atlassian (Jira, Service Desk), HTML, CSS, XML, VB.Net, Javascript, C#, RESTful APIs, MS Office applications, Google Suite applications, Salesforce, Hubspot.

## **Academic Qualifications**

**Loughborough University** BEng (Hons) Chemical Engineering 2:1 (2011- 2014)

Dissertation – “*Piezoelectric Power Generation*” achieved a First

Research Paper – “*Study of Wetting Characteristics of Aqueous Surfactant Solutions on Hydrophobic Substrates*” achieved a 2:1

## **Experience**

### **Dext, London. Solutions Expert (Apr 2023 - Present)**

- Working with clients, asynchronously and synchronously, to configure the application to meet their business needs.
- Troubleshooting issues raised by clients regarding the software and answering questions they had about the software’s capabilities, becoming an SME in the Commerce product.
- Raising customer feedback on application improvements to the engineering team.
- Working with the engineering teams to help fix bugs with the software and relay technical information to the client providing timelines on fixes to the application.
- Working with the sales teams handing over client information to help create a smooth transition from sales to onboarding.

### **Cazoo, London. Data Analyst (May 2022 - Feb 2023)**

- Building ETL pipelines using DBT to extract data from event created data from the website into a usable format in Redshift Databases.
- Navigating large datasets using SQL to help answer business questions to surface the correct data quickly to enable commercial changes to take place.
- Liaising with internal stakeholders to understand their needs and business questions they need to answer.

- Producing dashboards via Looker to help visualise the data and continuously drive improvements at Cazoo throughout different departments.
- Working on longer analysis projects using Python to help drive further improvement to a wide range of business functions.

#### **Cazoo, London. Technical Presales Consultant (April 2022 - May 2022)**

- Liaising with clients to understand their needs and determining the data they needed to leverage from Cazoo.
- Traversing the environment between customer facing and technical teams to bridge the knowledge gap and facilitate the sales process.
- Working closely with data teams at Cazoo to understand the state of the data accessible and how this can be leveraged to align with the client's needs.
- Working across a range of departments to gain insight into the best outcomes for the client.
- Suggesting improvements of the data quality to data teams and outlining desirable outcomes.
- Troubleshooting customer queries, fixing where possible or relaying this onto the data teams.

#### **Intuitive Ltd., London. Implementation Consultant (Feb 2019 – April 2022)**

- Implementation Consultant role created for me.
- Providing demos of the system to prospective and existing clients presenting to technical and non-technical audiences.
- Understanding client's business and personal needs to establish how best the software will fit their needs.
- Key point of contact for integrating clients, providing personalised training and troubleshooting throughout the duration of the integration period.
- Suggest and write developments and improvements to the software that could help the client overcome current system issues.
- Enabling new customer implementation onto the platform by aiding in software delivery, DevOps procedures and development functions.
- Travelled internationally to visit clients to better understand business issues and develop solutions.

#### **Intuitive Ltd., London. 3<sup>rd</sup> Line Support Analyst (Sept 2017 – Jan 2019)**

- New role, 3<sup>rd</sup> line Support Analyst, created and was the only person in the company to be promoted.
- Responsible for writing code to fix defects and working alongside the development team.
- One of two selected from the business to attend SQLBits talks, Feb 2018. 4 days of talks with over 170 sessions led by industry experts.
- Understanding the client's business and needs.
- Develop creative and innovative solutions to problems by working collaboratively with different areas of the business.

#### **Interests**

Rugby, Cricket, Cooking, Coffee and Football

#### **References**

Available upon request.