Experience

Account Support Manager   **Unipart Logistics**   **July 2023 – Present**

- ❖ Duties include working with large datasets from the internal Ops team and courier to analyse current performance using Excel, Google Sheet & Data Studio.
- ❖ Creating business cases to support the client and maximise repair cost efficiency to ensure the client receives a high standard of service within budget.
- ❖ Utilising PowerPoint & data analysis for reports on repair centre & carrier progress to present to client.
- ❖ Utilising tools such as Adobe products & Google workspace to create documentation and diagrams for handovers.
- ❖ Working with the IT team to manage project and change requests via JIRA, managing requests and changes from concept through to completion.
- ❖ Working with Operations and the client to create effective process flows for Refurbishment, Repairs, and Grading of electronic devices.
- ❖ Maintain a strong understanding of the clients' service provision by the creation and maintenance of internal dashboards.
- ❖ Working with the Finance team to conduct audits and ensure all financial records for projects and changes are accurate and approved by client and management.
- ❖ Support wider team activities including incident, major incident, problem, change and parts supplier management activities.

IT Engineer   **Unipart Logistics**   **June 2022 – July 2023**

- ❖ Hardware & software technical support for major clients (Sky & Vodafone).
- ❖ Troubleshooted device-related issues, end to end, including applications & systems.
- ❖ Created and maintained master documentation repository, operating manuals, and end-user documentation including updates to disaster recovery and business continuity plans with graphics.
- ❖ Communicated technical concepts to a non-technical audience (finance, management & clients).
- ❖ Provided proof of concept evaluations, configure and on-board new devices.
- ❖ Acted as point of escalation for any IT service issues and coordinated with the major incident management team for effective problem management and root cause analysis.
- ❖ Involved in vendor coordination, management, and escalation support.

Consultant   **Jobandtalent**   **May 2020 – May 2022**

- ❖ Produced social media content, brochures, and promotional goods for Jobandtalent's marketing engagement.
- ❖ Coordinate meetings and producing PowerPoints for presentation with clients, exchange feedback on operations, ensuring clear communication and trust to the client.

Unipart Projects

Asset Management System

- ❖ Designed and implemented a database to record all the electronic equipment used in the warehouse.
- ❖ Used by Operations, Management, and Finance.
- ❖ Data is visualised into infographics to be used for the analysis of the usage and conditions.
- ❖ Utilised: AppSheet with Automation, Google Workspace.

Client Insight Dashboard

- ❖ The dashboard provides insight into the inbound performance by couriers (Royal Mail & DPD), operations' repair rate and outbound success rate (the timing of devices returned to customers within SLA).

❖ Utilised: LookerStudio, Python, Jupyter Notebook, Excel, Google Sheet.

Education

BSc in Geoscience & Japanese　　　**University of Keele**　　　**September 2017 – July 2020**
❖ Extensive fieldwork within the UK and internationally (USA, Greece & Japan.)
❖ Designed an online portfolio to showcase research project "Geology of Hokkaido" using HTML5, CSS & JavaScript.
❖ Created elaborate field maps & geological diagrams for technical reports using CorelDraw & Adobe products.
❖ Experience in using specialist software such as ArcGIS/QGIS, Surfer, Petrel and Kingdom Suite for geological research and data analysis.
❖ Gained fundamental knowledge of Python for data science.

Technical Skills	Personal Skills
❖ Proficiency in Adobe, Sony Vegas Software, Google Workspace, and Microsoft Office products. ❖ Additional proficiency in CorelDraw & GIMP. ❖ Experience in IT related software & tools such as JIRA, VS Code & Lighthouse. ❖ Proficiency in UX with Google UX Design Professional Certificate. ❖ Proficiency in website / software design & development using VS Code, Atom, GitHub.	❖ Strong attention to detail. ❖ Excellent communication skills. ❖ Ability to multitask effectively. ❖ Experience in troubleshooting technical issues. ❖ Critical thinking and problem-solving skills. ❖ **Foreign languages:** Japanese and Spanish.

Interests

Volunteering
❖ Using ArcGIS/QGIS/OpenStreetMap to import data onto maps for NPOs (URISA & HOT).
❖ Animal Rescue Kansai Volunteer, involved in animal care and assisting locals in animal rearing, working with the staff and locals in Japanese/English.
❖ Volunteer with local organisations to restore public spaces, designing presentation and brochure on sustainable living.

Additional Activities: Judo, Volleyball, Hiking, Illustration, Finance, Game Development.
Additional Awards: A* – C in GCSEs & A Levels (including Art & Design, English, Science and Maths), NERC, AcED, JENESYS, SISJAC & Santander Mobility Grant.

References
Available upon request.