

EMPLOYMENT

Operations Control Specialist

Studio Retail

June 2015 - Jan 2024

Oversaw and streamlined business processes, ensuring robust backup management and providing critical after-hours help desk support.

- Proactively monitored system operations, swiftly addressing anomalies and coordinating escalation procedures, including ticketing, inter-departmental liaison, and emergency call-outs across various domains (e-commerce, data analytics, mainframe operations, and backup systems).
- Developed and refined automation scripts, contributing to a seamless production environment.
- Formulated and implemented comprehensive backup and disaster recovery protocols to guarantee data integrity and continuity.
- Delivered prompt and effective technical assistance to end-users through phone, email, and Microsoft Teams.
- Vigilantly supervised physical server infrastructure, remedying hardware issues and engaging specialized support teams as necessary.

Customer Resolutions Advisor

Express-Gifts (Rebranded to Sudio Retail)

Dec 2014 – June 2015

Conducted comprehensive investigations into parcel discrepancies, specializing in cases involving missing or over-sized items.

- Facilitated effective communication between customers and suppliers to resolve disputes and ensure satisfactory outcomes.
- Spearheaded in-depth inquiries into unaccounted merchandise, significantly mitigating financial losses attributable to logistical errors or deceptive transactions.

Data Entry Clerk

Express Gifts

July 2014 – Dec 2014

Accurately received and processed written orders via the AS400 internal ordering system, consistently balancing speed and precision to achieve operational efficiency and meet stringent service level agreements (SLAs).

Data Entry Clerk

NHS

Aug 2007

Managed the tracking and retrieval of patient files for inter-hospital transfers, handling sensitive information with utmost accuracy and confidentiality.

Office Assistant

Rossendale Engineering

Jan 2007

Mailing/filing correspondence, preparing payroll, placing supply orders and answering calls. Interacting with clients, visitors and vendors for all business needs.

EDUCATION

FdSc Software Engineering

University of Central Lancashire

2011 – 2014

Software Engineering - Pass

BTEC 1 – 3 Computer Systems

Accrington & Rossendale College

2007-2011

Computer architecture and programming - Merit

Technologies & Skills

- C++; C#; Java; Python; SQL; JavaScript; PHP; CSS; HTML; Visual Basic; Batch Programming
- Visual Studio; Eclipse; Adobe Suite; Putty; Terminal; PowerShell
- Windows; Windows Server; Linux; Mac OS; Mainframe ZOS
- 12 hour shift experience working nights/days and public holidays.
- Driving license & car

