# FULL NAME

✉ email address     📞 +441234 567890     📍 Location, UK

## SKILLS

- Project planning & tracking
- Prioritisation & Analytical
- Stakeholder Management
- Issue & Risk Management
- Salesforce & JIRA
- Google Suite & Microsoft Office

## EXPERIENCE

**Chetwood Financial Limited (FinTech Bank)**     **April 2023 - Present**
Customer Service Representative

- Assisted in the customer journey map transformation project of 33,000 customers through various channels including live chat, emails, and phone calls on Salesforce
- Leading a team of 10 agents as the Subject Matter Expert (SME), overseeing the day-to-day operations, resulting in a 10% increase in customer satisfaction reviews and a low abandonment rate of 3%
- Coordinating and communicating with the different departments to provide extensive customer support, resulting in a 20% decrease in average resolution time

*Key Achievement:* Achieving a personal average of 3 positive Trust Pilot reviews per month

**IT Online Learning - Eventide Events Project**     **October 2023 - January 2024**
Project Manager

- Utilised the PRINCE2 methodology to ensure the 'Tech Splash' conference festival with over 20,000 attendees is managed and executed successfully to the cost, time and scope defined
- Created and maintained project documents, such as the Business case and Quality Management approach, ensuring alignment with project objectives, stakeholder expectations and project governance
- Collaborated cross-functionally with 6 teams and liaised with key stakeholders. Implemented a streamlined communication management approach, sharing regular reviews to communicate project health status. This resulted in a 20% increase in efficiency
- Utilised Microsoft Excel to create a Gantt chart to visually represent the timeline, dependencies, milestones and progress of all tasks, enabling better resource allocation and task prioritisation
- Implemented a comprehensive risk management procedure, clearly defining the risk tolerances

*Key Achievement: Achieved a 15% increase in ticket sales on the 2nd day of the conference festival, increasing exposure for the 15 tech companies showcasing their products and technology*

**Chetwood Financial Limited (FinTech Bank)**     **May 2023 - January 2024**
Ticket Management Coordinator (Additional Responsibilty)

- Implemented a streamlined ticket tracking process, resulting in a 20% reduction in average response time to customer enquiries and improved overall customer satisfaction ratings by 15%
- Escalated over 300 app issues and concerns. Recording the cause, issue prioritisation status, identifying the number of customers affected, progress tracking, sharing status updates and the resolution date or timescale
- Collaborated with cross-functional teams to identify project requirements, constraints and deadlines of major incidents affecting customers
- Ensured status reports were completed on time to the expected quality for leadership review

*Key Achievement: Coordinated the transfer of the ticket management responsibility within a 3-month timescale and confirmed the training requirements. Achieved all objectives and requirements 2 weeks before the deadline*

**TieTa Contact Centre**                                                    **July 2022 - April 2023**
Customer Service Representative

- Used customer relationship management (CRM) systems to handle customer queries and accurately track and manage customer data
- Ensured 100% collaboration with internal and external stakeholders on multiple campaigns to resolve customer queries efficiently, resulting in an 8% increase in customer satisfaction
- Escalated issues and queries to relevant departments whilst overseeing regular updates are shared, contributing to the improvement of team efficiency by 5%

**Freelance Project Manager**                                               **January 2020 - July 2020**

- Utilised the Agile methodology to successfully plan and manage the start-up of a haircare business 'Koils & Kurls LTD', within a 6-month timescale, with a budget of £10,000
- Created a business case to assess the feasibility and viability of the project, and created a project charter with the inclusion of the defined scope, objectives, key stakeholders, project requirements and success criteria
- Monitored project deliverables, requirements, and timelines within each timebox. Ensured all project documents were stored in a centralised repository (Google Drive)
- Maintained the Risk and Issues log ensuring mitigation plans were in place, whilst handling change requests. This included identifying, analysing, evaluating/ ranking, monitoring and reviewing all risks throughout
- Collaborated with stakeholders and facilitated stand-up meetings to assess project status, and completed timebox reviews whilst communicating the project health status with the project-level stakeholders

***Key Achievement***: Optimised resource allocation, saving 15% on costs, which resulted in the completion of the project on time, and under budget

**Kids Planet, The Triangle Nursery - Oxford**                              **July 2016 - July 2022**
Nursery Assistant & Room Leader

- Planned and coordinated activities that encouraged physical, cognitive, and social development
- Documented and escalated issues and proposed resolutions to management, leading to a 25% increase in team efficiency
- Implemented a new communication strategy and managed issues and risks within the toddler room, resulting in a 90% increase in parent satisfaction
- Monitored and assessed children's progress, identifying and documenting areas of improvement and providing a safe and nurturing environment for children to learn and grow
- Developed strong relationships with parents and ensured best practices were demonstrated in the quality of care provided. This led to attaining external childminding opportunities for 8% of the children in the nursery

---

# EDUCATION

**Abingdon & Witney College, Oxford**                                       **September 2012 - July 2014**
Level 3, Extended Diploma In Business Studies

---

# COURSES & CERTIFICATIONS

**IT Online Learning - Digital Education Provider**                         **July 2022 - Present**
Project Management Programme

- Project Fundamentals
- PRINCE2 Foundation & Practitioner
- APMG AgilePM Foundation & Practitioner
- Change Management

- APMG AgilePM Foundation  (Link)
- Change Management Foundation  (Link)

- APMG AgilePM Practitioner  (Link)
- PRINCE2 Foundation  (Link)