




James Chambers

PROFESSIONAL PROFILE

Enthusiastic, creative and energetic, I am just the person you're looking for to benefit your team. I'm hardworking, reliable and strive to deliver excellence in everything I do. I pride myself on being customer focused, with a needs based empathetic approach and driving customer experiences to ensure the outcome is a win for all key stakeholders.

CONTACT

-  Norwich / United Kingdom
-  Available On Request
-  mail@jameschambers.me.uk

EDUCATION

Business Management BA
(Hons) / 2:1 Classification
University Of East Anglia
United Kingdom / 2010 - 2013

SKILLS

Microsoft Word
Microsoft Excel
Adobe Photoshop
Various Web Dev Applications
Frontend and Backend Web Dev
Self-Motivation
Hunger to learn and progress

WORK EXPERIENCE

Development Manager (IC)

Provident Financial Plc / Norfolk / 08/2014 - 11/2015

- Responsible for 1700 customers with a total debit of £2.3million within my section - as Assistant Area Manager I was responsible for 42 agents, 4 development managers, 6500 customers and a total book balance of £24million.
- Resource planning and direct control over recruitment as well as succession planning with current staff. Training new staff and regular development with existing team members.
- Overseeing the management of collections delinquency for unpaid and delinquent customer accounts, establishing a good working relationship with customers and offering an individual tailored approach to each customer's individual needs.
- Introducing, training and then developing staff on new technology and efficient working platforms. This includes spearheading the biggest technology launch in the company's history in July 2015. This included solely conducting the training sessions; follow up schedule and also providing feedback on agent and staff interactions with the technology.
- Understanding, managing and forecasting against specific branch targets and financial budgets. Daily and Weekly detailed analysis and performance reviews conducted with each member of the team and key business partners, including training and development as well as appraisal.

PROFESSIONAL SKILLS

Project Management
Public Speaking
Problem Solving
Key Organisation Skills
Adaptability
Natural Leader
Social Perceptiveness
Negotiation Skills

HOBBIES & INTERESTS

Hiking
Web Technology
Rock Climbing
Mountaineering
Reading

EXTRA INFO

3 Peaks Challenge
Raising Awareness and
funds for Breast Cancer UK
2012
Backpacking Australia
Hiking and exploring
natural wonders
2015 - 2016
Backpacking Asia
Exploring different cultures
around Asia.
2016

WORK EXPERIENCE (Continued)

Web Developer

Various / International / 2007 - Ongoing

- I have worked alongside a number of different organisations ranging from SMEs (Kiss Online Marketing) to large multinational organisations (RBS and Natwest).
- I have developed a range of websites utilising a variety of different web technologies including HTML, CSS, Javascript, PHP and SQL.
- I am competent in a range of web development applications such as Atom, Photoshop, Dreamweaver and Terminal (SSH).
- Fully compliant to current web standards and am fully aware of the surrounding legislature such as the Disability Discrimination Act and Privacy Policies.
- Email campaigns with the ability to track via Google AdSense to ensure success and how future campaigns can be improved upon.
- I have developed websites using responsive CSS to ensure that the user experience is consistent and key information is always easy to access across a range of devices such as mobile phones and tablets.
- I have implemented successful e-commerce web application software and designed and integrated custom themes for businesses selling products directly to the general public.

Property and Facilities Assistant

Virgin Money Plc / Norfolk / 01/2014 - 08/2014

Reception and Post Room Assistant

Virgin Money Plc / Norfolk / 09/2013 - 01/2014

Sales and Product Advisor

EE Ltd / Norfolk / 01/2011 - 09/2013

REFERENCES

All References Available On Request