

## **JAMIE CROPLEY**

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<https://somet.dev>

I am always eager to learn and enthusiastic, taking pride in tackling whatever life throws at me. Hardworking and motivated, I am a problem-solver fuelled by initiative. I maintain excellent communication skills, work well individually or as part of a team, and I am a stickler for punctuality and organisation.

### **KEY SKILLS**

- ITIL
- Computer Networking
- Programming logic and design
- Database administration and analysis
- Automation
- Robotics
- Artificial Intelligence
- Computer Games Programming

### **EDUCATION**

- 5 GCSE's and other equivalents in I.C.T., English, Art, Spanish and Mathematics.
- GNVQ - I.C.T, Level 1 Pass.
- Customer Service NVQ Level 1 and 2, Pass.
- BTEC Advanced Diploma in Private Investigation, Level 3, Pass with Distinction.
- Teaching English as a Foreign Language, Level 3, Pass.
- Certificate of Higher Education in Computing and IT, Level 4, Pass with a 2:2.
- Studying a Bsc Hons degree in Intelligent Systems: 1st & 2nd year was a pass with a 2:2

### **EMPLOYMENT HISTORY**

#### **2009 – 2015                      Data Administrator - Europcar UK**

*Supplier of vehicles for corporate and personal rental.*

#### **Responsibilities**

- To process large quantities of data onto various databases through a team-based effort.
- Utilising intermediate IT skills and Excel to come up with beneficial automated solutions.
- Processing of fleet-based logistical data.
- Completed UAT testing for implementation of Google products.
- Meeting and exceeding Service Level Agreements by not making errors.

#### **Achievements**

- Reduce the Operations Claims to Rental Ratio through analysis of Customer Service data.
- A previous winner of an employee of the month award.
- Consistently hit key performance indicators.
- Excellent research, analysis and investigatory skills.

**2011**                      **1 Month of Voluntary work - English Teaching Assistant - i-to-i**  
**Costa Rica**                      *An organisation that provides international volunteer projects.*

**Responsibilities**

- Developing the English language skills of the students.
- Consistent support of the English teachers.
- Teaching the students and English teachers about my culture.
- Marking of examinations.
- Lesson planning.

**Achievements**

- Improved my Spanish.
- Improved the learning experience of the students.

**2007 – 2009**                      **Corporate Reservations Agent - Europcar UK**  
*Supplier of vehicles for corporate and personal rental.*

**Responsibilities**

- Placing of corporate rental reservations for our customers.
- Essential logistical problem solving to provide excellent customer service.
- Consistent support of our web-based corporate reservation system.
- Data entry and analysis of any e-mail or fax based reservations.

**Achievements**

- I was cross-trained on a variety of systems.
- I trained other people on my team.

**INTERESTS**

Fitness, technology, reading and Techno music.

**REFERENCES**

Available on request.