

ANDREW WATERHOUSE

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PERSONAL OVERVIEW

My journey is like few others you will see. From a first-class Computer Science graduate to a Camp America volunteer, to IT Support engineer and now Operations Manager. I am humbled by the trajectory I have taken and continue to strive for success and happiness. I come to businesses with a stern determination to make things better. Whether it's starting a service desk at ebb3 or climbing the ladder of Greenlight Computers. I have a strong Computing background with the technical know-how of a 2nd Line IT Support Engineer, combined with a deep knowledge of Web Design skills that have come to fruition in roles at Engage Web and Greenlight Web. Now in an Operations Manager role, I do everything. I've learned how to sell, manage projects, develop systems, and lead teams. I hope my resume speaks volumes of my work ethic and provide a glimpse of my determined personality.

PROFESSIONAL EXPERIENCE

Operations Manager - Greenlight Web/Greenlight Computers | March 2021 to Present

- Responsible for leading a team of seven, leading project management and weekly meetings.
- Produced a 200% increase in the converted leads coming through the website.
- Responsible for hiring and training of kickstart employees. Attended hiring days and took two kickstart employees permanently.
- Managed the workload of team with reporting and being the escalation point for the team.
- Customer representative for many clients and often sold new projects in calls
- Lead generations through security, speed, and SEO focus. Appropriate tools installed to the greenlightweb.co.uk website to provide purpose and goal-driven website.
- Wrote and won many quotes for projects, some one-off and some recurring revenue. Largest single project to date is £12,500 for an office refit. I sold a total of £65,000+ over my first year. Also wrote and submitted tenders through the Blue Orchid programme.
- My role was often an interface between two arms of the company, Greenlight Computers and Greenlight Web.
- Lead the rollout of Asana and Harvest to the team to ensure proper project management, reporting and workload.
- Maintained the company credit card, relationships with third party providers and renewals. Saved the business a recurrent £5000+ through streamlining our services and charging clients for subscription renewals – which prior to my arrival the company unknowingly continually paid.
- Christmas party organiser and well-respected member of the organisation.
- Simplified the way Greenlight Web charged clients, standardising the charges for all clients and implemented the first-rate increase since the company's inception
- Attended business networking events and obtained leads for new projects
- Lead for SharePoint rollout in business and provided the company with a new intranet
- Self-led presentations to CEO and COO on opportunities to move the business moving forward.
- Added new products to Greenlight Web catalogue, social media advertising and LastPass. Lead both products and continue to sell.

Web Designer - Engage Web | Aug 2020 to March 2021

- Responsible for designing and building websites and marketing funnels for clients, social media ad campaigns and updating existing websites. I liaised directly with clients to complete web design briefs and build websites to an agreed specification.
- HTML, CSS and WordPress are a core function of my role where I create and amend website builds. I am the point of contact for any customer queries for their websites.
- I create other media like Infographics, presentations, social media assets and brochures for customers as well as internal use. To create such media, I use tools like Adobe Photoshop and the Microsoft Office Suite.
- Back-end website support, supporting customer with a WHM configuration setups and their cPanel to manage server-side settings like DNS Management, quotas, and package upgrades.

Second Line Analyst - Ebb3 | March 2019 to Aug 2020

- Led a team to create an IT service desk from scratch. Single-handedly setup our ticketing system, creating dashboards, queues, workflow rules, training sandbox and customer portal.

- Created a new intranet for the company, which provided better management of increasing number of policies + procedure documents for ISO 27001
- Revolutionised ebb3.com with my web design skills. Created a new website that was much more optimised and got the correct messaging across to partners including Dell & Citrix to get the company new leads.
- Support of our main customer, McLaren in Citrix VDI environments. Their designers would use our GPU powered VDI platform to design new cars.

Second Line Support Engineer - Adept4 | May 2018 to March 2019

IT Support Analyst - Travel Counsellors | Jun 2016 to May 2018

IT Technician - Dame Alice Owens School | May 2014 to Jun 2016

Placement – Technical Analyst - Drive Software Solutions | Aug 2012 to Aug 2013

Internship - Walt Disney Company – Disney Interactive | July 2012

Sales Assistant – Sainsbury's | 2010-2012

✦ EDUCATION

1ST Class Honours - BSc (Hons) Computer Science University of Hertfordshire

Dissertation Details: Artificially Intelligent Pac-Man (74%, First Class)

I iteratively programmed Pac-Man to be automated so it completed the retro game by itself. The dissertation report and automated program can be found on my portfolio.

A Levels

Business Studies: A

ICT: B

Geography: B

BTEC National Award

Media Studies: Merit

GCSEs

All 13 GCSEs B-C grade

✦ HOBBIES, INTERESTS AND PERSONAL PROJECTS

There's No Place Like Summer Camp

I self-published my non-fiction travel writing book, There's No Place Like Summer Camp. It details my experience volunteering with Camp America. Available on Amazon as well as retailers, I hope to spread the word of how transformative working at an American Summer Camp can be.

There's No Place Like Summer Camp Podcast

I host the There's No Place Like Summer Camp podcast, to help promote my book of the same name. Available on iTunes, Spotify and all major podcasting platforms, it helps to provide guidance and entertainment to my listeners.

YouTube Channel - CraftedGenius

I have previously uploaded gameplay commentaries to YouTube. My most popular content being FIFA Ultimate Team videos. With over a million views and 6000 subscribers, this was an outlet to let my creativity flow.

✦ CERTIFICATIONS

- Google Digital Garage - Digital Marketing Certified
- ITIL Foundation Certified

✦ OTHER ACHIEVEMENTS

Dame Alice Owens Intranet

- I transformed a dated static site to a responsive, modern and useful one.
- Created in HTML and CSS with a guide for teachers use
- Liaised with students and staff to perfect the site
- My design is now the intranet of the highly successful school.

Scholarship

At the University of Hertfordshire, I was awarded a Chancellors Scholarship for exceptional academic achievement.

Thank you for your time. References are available on request.