Kyan Keise

DEVELOPER

Details

92 Stanley Road, Carshalton,
SM5 4LF, United Kingdom
07985104300
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PLACE OF BIRTH
Ascot

NATIONALITY
British

DRIVING LICENCE
Full Drivers Licence

Links

My Portfolio Website

LinkedIn Profile

Technical IT Skills

Java Programming

JavaScript

HTML/CSS

Adobe Photoshop

Bootstrap

Python

PHP

Adobe Illustrator

Figma

Rest API

React

Flutter

Tableau

DevOps

WordPress

Shopify

Profile

Committed, professional, and enthusiastic, I am eager to leverage problem-solving with customer-centricity in my approach to a software development career. With a strong stable foundation in time management and attention to detail, I can deliver exciting projects with a fresh perspective, passion, and strong work ethic.

I count adaptability and excellent time management as some of my key skills and I am committed to seeking new opportunities and knowledge, as I continue to contribute to the success of the web through patience, dedication, and strong team effort.

Employment History

Special Case Team Co-ordinator at Allianz Worldwide Partners, East Croydon
APRIL 2023 — PRESENT

- Head hunted as part of a team of 8, Maintaining strong connections with high-network clients like Rolls-Royce, Lamborghini, Aston Martin, and Maserati.
- · Reduced the estimated arrival time from 90 minutes to less than 60 minutes for our most vulnerable customers.
- · Ensured that our customers received the best resources, which resulted in a 5% reduction in local operator complaints.
- · By proactively keeping in touch and updating customers in vulnerable situations, complaints were reduced by 10%.

Senior BMW Customer Assistance Co-ordinator at Allianz Worldwide Partners, East Croydon
APRIL 2016 — APRIL 2023

- Managed 100 incoming and outgoing calls daily in a professional, helpful, and courteous manner during a 24-hour rotation.
- Contributed towards retaining the BMW Roadside Assistance contract.
- Handled regulated complaints within the FCA complaint guidelines.
- Achieved an average KPI score of 96% over three years for my monthly call checks.
- Awarded for achieving the largest number of client compliments within a period of 3 months.
- Served as a stand-in for the management team regularly and managed a team of over 50 people to assist with inquiries and problem resolution.
- Helped 20 newcomers settle in by providing mentorship over a two-week period. Can vary between one person and a group of eight people.
- Led a team of 8 people throughout the BMW 312,000 recall campaign.
- Reduced reimbursement complaints by 2% by Handling the Customer Refund Process. Liaise with Finance to ensure payment is processed on a timely basis.
- Handled off-duty inquiries for other policies, such as Travel Insurance, Allianz Group Insurance, Allianz Medical, and Lloyd/Halifax Home Emergency.

Online Sales Assistant at J Sainsburys, Purley Way Croydon
AUGUST 2012 — APRIL 2016

- Provide outstanding support to up to 35 deliverers, ensuring the right documents, goods, and equipment are in their possession before they begin their delivery cycle.
- Responsible for supplying 40 Shopping Helpers, with enough resources to fulfil their role.
- Acknowledge phone inquiries and advise clients of changes to their scheduled deliveries. Advise the client with updates to maintain positive client satisfaction.

Financial Administrator at Holistic Solutions Financial Management, London Victoria

SEPTEMBER 2010 — AUGUST 2015

Education

BSc (Hons) Computing and IT, Open University, Milton Keynes

OCTOBER 2015 — SEPTEMBER 2021

Graduated with 2.1 honours degree.

Cert HE, Kingston University, Kingston

SEPTEMBER 2010 — JUNE 2012

Certificate of Higher Education in Landscape Architecture

A Levels, Stanley Park High School, Carshalton

SEPTEMBER 2008 — JUNE 2010

Achieved 3 A's-C in IT, Fine Art, and Business Studies

GCSEs, Stanley Park High School, Carshalton

SEPTEMBER 2003 — SEPTEMBER 2008

Achieved 9 GCSE's grade A - C including Maths and English

Courses

JavaScript and jQuery for beginners, London Academy Of IT

JULY 2018