

# ROBINSON ANTONYVINCENT

## Contact me



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## Personal Profile

Hello, my name is Robinson (prefer to be called Rob) and I am a business management graduate who has a keen interest in IT, compliance and business development. I'm a keen learner and pay a lot of attention to detail so I would be interested in roles that provide learning experiences, career growth and personal development. I have worked in team environments in the past and I like to think I am friendly, sociable and have strong communication skills. I am also an enthusiastic problem solver, so I like to embrace challenges and difficult tasks, especially technical ones. Finally, I pride myself in meeting targets and keeping organised; I look forward to hearing from you.

## Education & Qualifications

Aug 2023 - Present      **IT Career Switch, Online**

### Full stack coding course

Languages include: HTML, CSS, Javascript and Python fundamentals, React, JQuery. My projects can be found on my website linked above.

Sep 2019 - Sep 2021      **The Open University, Online**

**Undergraduate degree:** BA Hons degree in business management at Open University: **2.2 (64% overall)**

Sep 2014 - Sep 2017      **Sheffield Hallam University, Sheffield**

### CertHE Accounting and Finance

Modules studied included: Financial Accounting, Management Accounting, Financial Analysis for business, Business Economics, The Professional Accountant, Law, Corporate Governance and Ethics

Sep 2012 - Sep 2014      **Hitchin Boys' School, Hitchin**

**A levels:** English Language & Literature (**B**), Mathematics (**B**), Economics (**D**) and Physics (**E**)

Sep 2010- Sep 2012      **Hitchin Boys' School, Hitchin**

**GCSE's:** 4 A\*s, 7As, 3Bs including all core subjects

## Work Experience

### August 2023 - Present | Zero Deposit | Compliance Assistant

- QA, internal audits, mystery shopping, monitoring tools and other feedback processes targeted towards employees, partners and customers.
- Credit checks, AML checks, sanction checks and other background checks against partners, customers and new employees.
- Keeping well informed of all rules and regulations within the renting industry, especially tied to the FCA and the ICO.
- Onboarding new partners and employees, carrying out due diligence and sending out relevant contracts.

### April 2023 – August 2023 | Rubber Road Ltd. | Business Development Manager

- Generating business leads via prospecting and outbound calls and emails.
- Managing existing accounts, managing customer relationships and opening new accounts.
- Working in the video game industry selling a range of toy merchandise and collectibles.
- Face-to-face opportunities, visiting stores and large conventions to speak to customers, new and existing.

### Nov 2018 - Oct 2022 | QRS Market Research | Customer Service/Data Collection/Team Leader

- Starting as a telephone interviewer (completing surveys and collecting feedback/data for clients) in a call centre and progressed to a team leader, though I switched to part-time hours whilst I completed my business degree (2019-2021).
- Promoted to team leader within 6 months, which consisted of data management and analysis, CRM management, excel spreadsheet work and IT support. I also had the chance to become a project manager for one month.
- I learnt many different skills during my time at QRS, ranging from customer service skills, supervision of employees, management of data, meeting deadlines, strengthening IT and excel spreadsheet knowledge and improving my knowledge of logistics and networking.

#### **Work Achievements:**

-Achieved 19 surveys in one day, the highest total number of surveys done for the project and two surveys away from the company record.

-Achieved the highest hourly conversion rate of surveys in the 2019 period for a specific project (average of 2.3 surveys per hour).

### Jan 2018 - May 2018 | Voice Marketing Ltd. | Customer Service Advisor

- Handling calls, both inbound and outbound, regarding primarily mobile, broadband, telephone and television services to existing BT customers.
- Managing enquiries in a fast-paced environment, which gave me a good opportunity to handle customer criticism and objections whilst using CRM systems.
- Building trust and rapport with customers.

### **Work Achievements:**

-**Top 3** salesmen in my second month of working in the BT department – the highest I've sold is **15** products in one day.

-Was the **most consistent performer** in a television campaign, selling an average of two TVs per day where the average was less than 1.

### **Nov 2017 - Dec 2017 | Just Fundraising UK | Fundraiser**

- Speaking to a variety of people of all ages.
- The job involved door-to-door fundraising, which aimed to increase awareness and contribution towards charities such as Scope who support people with disabilities. I was able to gain confidence not only in my public speaking skills, but also in my ability to adapt to unknown questions. The biggest strength I gained though was to be mentally resilient and positive, no matter what rejection I faced.

## **Transferable Skills**

### **Communication**

- Strengthened communication through various roles such as a BDM, team leader, customer service operator and being a part time primary school teacher to year 6 pupils.
- Continuous feedback via QA and monitoring at Zero Deposit to all team members in operations and partnerships.

### **Teamwork**

- Overseeing multiple projects whilst being team leader at QRS, instructing and motivating employees to maintain, foster and support a successful goal-driven environment.

### **Problem Solving/ Decision Making**

- Streamlining the onboarding process for Zero Deposit and enhancing security processes
- Creating short-term team strategies at QRS independently to ensure my team was working towards targets and deadlines.

### **Leadership**

- Team leader during my time at QRS. I was overseeing many employees, making sure they were receiving the correct data samples, helping them if needed and making sure monthly targets/ quotas were being met.

### **Technical skills**

- Designing websites, apps and UI/UX through my knowledge of front-end languages.
- Confident research skills to use the web to cite key information and expand knowledge.

**References are accessible upon request**