**Angela Theresa Finlay**

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**PERSONAL STATEMENT**

A highly motivated, result driven, individual with 22 years’ experience working in the IT sector within Financial Services. A proven track record for business delivery and a thirst for best practice process improvements . A logical thinker, with a positive attitude, excellent interpersonal skills and a passion for Customer Service and Quality Assurance.

**Key Skills**

* **Interpersonal Skills**: Excellent communicator with the ability to adjust the content and style of communication to suit any given situation. Experienced in presenting to various levels within the organisation with effective influencing skills through the use of carefully constructed proposals from detailed data analysis and logical thinking.
* **Technical Skills:** A good knowledge of IT Infrastructure in the financial services sector and knowledge of Desktop, Remote and Mobile Technologies. Computer-literate with extensive software proficiency covering a variety of applications. Extensive Knowledge of best practise benchmarks. Quality conscious and capable of driving out non value adding tasks and present logical solutions.
* **Customer Service Skills:** Anticipates, responds to and seeks to exceed the expectation of customers by having a detailed understanding of their needs.
* **Leadership / People Management Skills**: Ability to inspire and energise others with a genuine interest in coaching and developing others to improve performance. Encourages the contribution of others and takes their views into account. Leads by example and acts as a role model for less experienced members of staff.

**Career Details**

**Knowledge Lead – Jan 2020 – Present Day**

**M&G Enterprise Services**

Reporting to the Head of Technology Experience, and working as part of a project team responsible for delivering a customer centric, proactive and reliable service to end users using Knowledge, Nexthink and Virtual Agent Technologies and moving these from pilot into BAU.

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* Knowledge Lead responsible for establishing the Knowledge Function and Governance, moving this to BAU within a 6 month timeframe.
* Implemented Knowledge Centered methodology across the IT teams (UK and India)
* Working with the 1st 2nd and 3rd line support teams to ensure the customer Knowledge Hub was up to date and relevant.
* Promoting the use of self-help to our customers via the Knowledge Hub to reduce calls / chats to the IT Service Desk.
* Monitoring MI from Knowledge usage, linkage and feedback along with MI from the Service Desk (Incidents and Requests) to help drive targeted campaigns out to end users via Nexthink.
* Working as part of the Service Now Virtual Agent project group, responsible for building out the conversations and linkage into the Knowledge Hub.

**Quality & Continuous Improvement Analyst – May 2018 – Dec 2019**

**M&G Enterprise Services**

Reporting to the EUX Manager and responsible for the quality, guidance and tracking of end user experience best practice for end to end ticket management. Management of the Customer Satisfaction Process and promotion of Continuous Improvement methodology across the area.

* Responsible for the operation of quality assurance frame work across the IT 1st 2nd and 3rd line support teams.
* Providing coaching on quality standards and adherence to 10 IT support team managers.
* Champion of the “best practice” framework and standards throughout the wider Enterprise Service area
* Management of the quality assessment cycles and deadline ensuring MI available to team managers.
* Maintain the CSAT process, provided relevant MI, reported on trends and highlighted areas for Continuous Improvement.
* Customer Satisfaction maintained at greater than 92% for 3 consecutive years.
* Champion and promote Continuous Improvement methodology within End User Services.
* Continuous Improvement lead supporting the Transformation Program Project Manager.
* Responsible for Incident ticket reduction by the introduction of auto routing and automation.

**Quality Management Analyst – January 2015 – May 2018**

**PGDS UK**

Reporting to the Head of End User Services and responsible for the successful implementation and management of the Quality function within Service Desk ensuring a quality service is delivered each and every time.

* Responsible for defining and the ongoing delivery of the end to end quality roadmap.
* Built a quality assurance function that increases customers confidence and the service desk credibility.
* Introduced the Individual Quality, Accuracy and Consistency Q-A-C pack for each team member across the desk.
* Responsible for the ongoing quality of the calls and tickets logged and progressed by the Service Desk.
* Responsible for checking, assessing and auditing outputs from the Service desk.
* Ensures Best Practice and Quality Assurance is met at all times within the Service desk and across PGDS
* Motivate and mentor individuals within the service desk and across PGDS to adopt quality standards set.
* Management of the Monthly MI quality packs.
* Responsible for Reward and Recognition within the Service Desk teams UK and Mumbai
* Forge excellent working relationships with 2nd level and 3rd level support teams promoting a solid unity across PGDS.
* Deputise for the Service Desk managers and provide contingency phone cover if needed.
* Established the Customer Satisfaction process across PGDS.
* Maintained the CSAT process, provided relevant MI, reported on trends and highlighted areas for Continuous Improvement.
* Responsible for establishing the Knowledge Management Database and Framework within the Service Desk and Customer Portal.

**Senior Technical Support Analyst 2001-2015**

PGDS UK

As a Technical Support Analyst, telephone support became more in-depth with the focus on increased first line fix it first supporting many business units with their software, hardware, network and telephony issues.

As a Senior Analyst within the Technical Support centre there was the opportunity to provide a level of support to the team manager, assisting with the day to day management duties of the team, call quality, call assessments, MI reporting, and ongoing training.

During this time I also seconded to the MI and Reporting team for a year supporting the administration of our Call Management tool and producing regular departmental MI.

* Developed the MI and reporting function further with the introduction of procedure manuals
* Managed the Customer Satisfaction surveys
* Introduced a cross departmental training and skills matrix
* Set up and managed a resource profiling process
* Project Management and delivery for the integration of the two teams located in different offices covering off staff training, new shift patterns and rotas and identifying then standardising best practises across both teams.
* Mentored and managed the ongoing training for many Service Desk Analysts.
* Deputised for management to cover holidays.

**Senior Help Desk Operator 1996 - 2001**

Scottish Amicable / Prudential

Reporting directly to the Service Desk Manager and collaborating closely with the other support team members. Main day to day duties were providing IT telephone support to several business areas within prudential as well as JRA offices and Partners, Remote workers such as IFAs and remote salesforce.

* Design and introduction of Customer Satisfaction process and subsequent MI within the Help Desk.
* Introduction of a performance assessment process to identify call quality and improvement opportunities
* Responsible for the overall development of training plans and delivery of training.
* Introducing Key Contacts across each of our business units and business unit champions.

**Help Desk Operator - April 1994 – 1997**

Harper Collins Book Publishers

Working as part of a proactive team of Help Desk support staff responsible for the delivery and high quality customer focused professional service. Providing a high standard of technical support and customer service to internal staff.

**Certifications – KCS v6 Practices** (issued May 2019)

**Education –** Denny High School, Denny