
OLIVER PECHEY

PROFILE

Highly skilled Senior Support Analyst with experience working in a busy Support department of a large organisation.

SKILLS

- 4 years experience with Transact-SQL and Microsoft SQL Server.
- 4 years experience supporting Payroll/HR/Recruitment products.
- Excellent customer service skills. Always achieving a CSAT of > 9.
- Experience with C++. Regular Github contributor.
- Experience with Windows Server and Microsoft IIS in a large hosted environment.
- Ability to troubleshoot complex issues, often with unfamiliar software.
- Leadership experience with small teams of 1st/2nd line Support Engineers.
- Strong Maths and English skills.

PREVIOUS EMPLOYMENT

Senior Support Analyst – Access UK Ltd

January 2018 – Present

- Developed and presented training material to new hires in 1st and 2nd line.
- Participated in daily JIRA review meetings with Development.
- Suggested and tested SQL fixes to Views/Stored Procedures in the core product.
- Was part of a team that sat inbetween Support and Consultancy, providing support to Consultants and Project Managers whilst they were on site with customers.
- Led the team in upgrading software on our hosted platform. This involved developing and running Powershell and SQL scripts to automate the majority of the process.
- Involved in designing implementation strategies of new products on the hosted platform.
- Go-to person for assistance with implementing/supporting integrations between multiple products.
- Regularly triaged and distributed high priority issues amongst the team, providing guidance to ensure timely resolution.
- Won two company wide awards in 2019: “Respect and Integrity” and “Support Person of the Year”.

Support Analyst – Access UK Ltd

June 2016 – January 2018

- Performed data investigations in SQL and produced data correction scripts.
- Complete root cause analysis of all incoming tickets to ensure a high level of prevention and deflection.
- Replicated and then documented bugs with Development via JIRA.
- Ensured all tickets were within SLA with timely updates to customers.
- Collaborating with 3rd party IT teams to implement data or product fixes.

EDUCATION AND QUALIFICATIONS

- University of Kent - 2.1 Computer Science B.Sc. (Hons)
- Three A-Levels in Information Technology, Business Studies and Physics.
- 11 GCSEs with an A* in English and an A in Maths.

REFERENCES

- Employer references available upon request.
- <https://www.linkedin.com/in/oliver-pechey/>