



WILLIAM JAMES DOBIE

20 Claremont Street • Lincoln • LN2 5BN
07849 870 623 • wdobie@anglianwater.co.uk

PERSONAL STATEMENT

Through my work so far as a Quality and Compliance Specialist, I have been involved with many exciting projects and been able to stretch my capabilities further than ever. Chiefly I have been working on the Callminer system since January 2021, where I hit the ground running and jumped straight in building & maintaining categories, adapting the language we use and creating scores for the business. In addition to this I have also written several reports that highlight trends, celebrate our team's success and present areas for improvement.

I'm a hard-working individual who is not afraid to try new ideas and experiment to improve the work I do. Something I firmly believe in is 'Never Settle'. I'm not happy to do half a job and I'll always put my best foot forward. I always strive to make things better for our stakeholders and our team.

I have proven over the last 10 months that I can work independently and as part of our team, on multiple projects simultaneously without compromising on the quality of my work. I'm looking to continue to apply my skills with a permanent role in the Quality and Compliance Team and hope that you consider my application.

KEY ATTRIBUTES

- High level of IT Competency
- Microsoft Power Platform Knowledge
- Advanced Callminer Knowledge
- Lighthouse Keeping
- Eye for Detail and Design
- Presentation Skills
- High level SAP knowledge (incl. reporting)
- Decision Making

EMPLOYMENT

Quality and Compliance Specialist, Anglian Water Ltd. (January 2021 – Present)

Key Responsibilities:

Maintaining & Updating Callminer

- Creating & updating categories & scores to draw new insight from Callminer
- Updating the user hierarchy when new starters join or leave the business
- Delivering overviews for those who want to learn how to use the software

Exploring with new Technology to enhance what we do and push boundaries

- Using PowerApps and PowerAutomate to automate and simplify existing workstreams
- Improving existing solutions [matrix & 1Click] and creating new ones [MRB analysis tool & KPI Excel tracker]
- Pioneering the team's use of Microsoft Sway to issue interactive and engaging content to the business

Creating & Rolling Out SharePoint 1Click

- Adding familiar features but also considering new ones to elevate the experience compared to what came prior
- Consulting with agents to ensure every possible benefit was realised
- Constructing handouts and Guides on how to make best use of the page

Developing a new KPI tracker for Team leaders that can track an entire team

- Consulting with team leaders during development to ensure functionality as desired
- Putting together detailed documentation on how to make best use of the sheet, with details on how it can be adapted in future should I not be available to do so

Customer Care Specialist, Anglian Water Ltd. (December 2019 – January 2020)

Key Responsibilities:

Inbound Customer Care [Billing]

- “Offline” data management & maintenance
- Assessing vulnerability
- Complaints handling

Mentoring

- One to One Coaching
- Delivering Knowledge Sessions to groups
- Constructing handouts and Guides

Retail Assistant, Stormfront APR Ltd. [Apple Premium Reseller] (June 2018 – November 2019)

Key Responsibilities:

- Sales
- Customer care
- Mobile device repairs
- Complaints handling

Bartender/Waiter, The Willow House Bar, Restaurant, Bed & Breakfast. (Jan 2015 – August 2016)

Key Responsibilities:

- Bartending
- Waiting/order Taking
- Hotel guest services
- Cleaning/bar maintenance

E D U C A T I O N

University of Lincoln

(September 2015 – July 2019)

Certificate of Higher Education, [BA Architecture]

Downham Market Academy

(September 2008 – July 2013)

GCSE's:

9 x A*- C including an A in English Language

King Edward VII Sixth Form, Kings Lynn

(September 2013 – July 2015)

A-Levels:

- Maths: D
- Physics: D
- Product Design: D

AS-Level:

- Geography: B

A B O U T M E

I would describe myself as eclectic, I have an unusual assortment of hobbies and activities that I like to partake in. When I'm not working, you can often find me travelling to various arcades around the country visiting friends and playing games. My interests in Arcade gaming also led me to take my first ever solo trip to Japan in 2016 where I spent two weeks exploring, shooting photos of Tokyo, and absorbing the fascinating culture around me. Japanese people, food and media are unlike anything that can be found this side of the globe and experiencing it was the best two weeks of my life. I have also started learning Japanese in my spare time so that next time I visit I'll be able to get even more stuck in.

こんにちは、私の名前はウィルです。はじめまして！

Thank you for reading my application

