



WILLIAM JAMES DOBIE

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PERSONAL STATEMENT

Through my work so far as a Quality Reporting Analyst, I have been involved with many exciting projects and been able to stretch my capabilities further than ever. I have been at the forefront of leading Anglian Water's Power Platform journey by solely delivering multiple complete solutions by leveraging Power BI, Power Automate and Power Apps together. I have a strong focus on user experience (UX) that ensures when the solutions are delivered that the employees want to use them. It's all about breaking down barriers and delivering a product that helps the client work smarter, not harder.

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 also been working on the Callminer system since January 2021, In addition to developing and improving the speech analytics system, I have also written several reports that highlight trends, celebrate our team's success and leveraged the Callminer API to push what we can do even further. Our team actually won the **Speech Analytics Team of The Year** award at The Forum earlier this year in recognition of our GIFT methodology and modular approach to building categories in the system.

I have proven over the last 3 years at Anglian water that I can grow leaps and bounds and I hope to bring this enthusiasm on with me to your company. Thank you for considering my application.

KEY ATTRIBUTES

- Power App Development Experience
- Power Automate expertise
- Power BI report developing & data modelling
- Advanced Callminer Knowledge
- Eye for Detail and focus on UX
- Strong Presentation Skills
- Excellent coach / mentor

EMPLOYMENT

Quality Reporting Analyst, Anglian Water Ltd. (January 2021 – Present)

Key Responsibilities:

Replacing a £25K PA third party solution for viewing and responding to customer surveys

- Power BI leveraged to display customer satisfaction statistics for individuals, teams, business units, but also delivering high level stats for senior leadership and board members
- Power Automate components added to the report pages to export data to other solutions and nominate good work for awards
- Power Apps leveraged so that team leaders can view their unsatisfied customer surveys, record actions and coaching sessions
- Power App able to record the team leader performance (time taken, %issues resolved and % customer re-contacted) and then this is **also** displayed in the Power BI report to encourage best practise and drive improvement.

Developing an embedded Power App for front line staff

- Power App allows staff to view company bulletins, search our internal resource library of Contacts, system guides and tools, check billing cycles for customers, look up jargon and more
- UX was a key priority as this app is used by front line telephone staff with varying degrees of IT expertise
- Personalisation options added so that users can choose from Light mode, dark mode and also a key colour scheme.

Other notable projects:

- Using Power Automate to connect with Callminer cloud API using HTTPS request component
- Building a Power App step daily tracker for a team's charity virtual walk to Ukraine
- Overhauling the internal agent feedback process with a brand new feedback Power App
- Delivering process improvement using insight gained from the Callminer system

In summary I have been able to reduce the companies' reliance on third parties, saving cost and delivering a better overall product than we had before.

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.

Thank you for reading my application