

KYAN KEISE

FRONT END DEVELOPER

DETAILS

ADDRESS

92 Stanley Road
SM5 4LF, Carshalton
United Kingdom

PHONE

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EMAIL

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PLACE OF BIRTH

Ascot

DRIVING LICENCE

Full Drivers Licence

NATIONALITY

British

LINKS

[My Portfolio Website](#)

[LinkedIn Profile](#)

TECHNICAL IT SKILLS

Java Programming

● ● ● ● ●

JavaScript

● ● ● ● ●

HTML/CSS

● ● ● ● ●

Adobe Photoshop

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Bootstrap 4

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Flutter

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Python

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PHP

● ● ● ● ●

Adobe Illustrator

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Figma

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Rest API

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PROFILE

A Committed and enthusiastic professional, eager to leverage problem solving and a customer centric approach into a Software Developer career. With my strong foundation in adaptability, time management, and attention to detail, I am able to bring a fresh perspective, strong work ethic, and passion for delivering exciting projects. I am committed to seeking new knowledge and contributing to the success of the Web through patience, teamwork, and dedication.

EMPLOYMENT HISTORY

Special Case Team Co-ordinator, Allianz Worldwide Partners

East Croydon

Apr 2023 — Present

Drafted as part of a team of 8 working together to prioritise clients in vulnerable locations. Making sure we get support within 60 minutes. Provide food incentives and travel arrangements while keeping them informed.

Maintain a spreadsheet for reporting purposes to store data based on the extent to which our resources were helping clients in a timely manner.

Interacting with high network clients such as Roll-Royce and high ranking employees within the BMW network. Providing exceptional assistance to meet their needs.

Mediator between BMW Retailers, Account Managers, Specialist BMW Technicians and Network recovery operators across the UK and Europe.

Offer assistance from abroad for Rolls-Royce, Lamborghini, Aston Martin, Maserati, BMW, Volvo, Polestar, Royal Enfield, Mitsubishi, Mazda, and Stellantis motor homes. Contact our European counterparts to ensure our support is provided in a timely manner.

Senior BMW Customer Assistance Co-ordinator, Allianz Worldwide Partners

East Croydon

Apr 2016 — Apr 2023

Handle all incoming and outgoing calls in a helpful, polite and professional way through a 24 hour rotation.

Manage the use of 16 apps, plus a dual monitor to enhance productivity. To ensure all services are provided at the agreed time and customers are kept fully apprised of the progress.

Manage changes to support process on a regular basis. Switch from a legacy system to a newly developed system to improve performance.

Provide proactive solutions to our customers in need of assistance, utilising 3rd party organisations such as Enterprise-Rent-A-Car, Europcar, LCH and Thrifty.

Handled regulated complaints within the FCA complaint guidelines.

Achieved an average KPI score of 96% over three years for my monthly call checks.

Awarded with the largest number of compliments from customers within a period of 3 months.

Provides frequent coverage to the management team, managing a team of more than 50 people to assist with inquiries and problem resolution.

React
● ○ ○ ○ ○

HOBBIES

Go Karting
Running
Drawing
Ice/Roller skating
Racing
Football

Provide mentorship to newcomers over a two-week period to help them settle in. Varies between 1 person and a group of 8 people.

Led a team of 8 people throughout the BMW 312,000 recall campaign.

Part of the International Secondment Team for 6 months to assist clients during the busy summer period.

Handling the Customer Refund Process. Liaise with Finance to ensure payment is processed on a timely basis.

Handling complicated/sensitive scenarios transmitted by BMW Group.

Handling off-duty enquiries for other policies, such as Travel Insurance, Allianz Group Insurance, Allianz medical and Lloyd/Halifax Home emergency.

Involved in the repatriation of repaired vehicles to clients in a range of 10 - 600 miles.

Online Sales Assistant, J Sainsburys

Purley Way Croydon

Aug 2012 — Apr 2016

Provide outstanding support to up to 35 deliverers, ensuring the right documents, goods and equipment are in their possession before they begin their delivery cycle.

Responsible for supplying 40 Shopping Helpers, with enough resources to fulfil their role.

Acknowledge phone inquiries and advise clients of changes to their scheduled deliveries. Advise the client with updates to maintain positive client satisfaction.

Financial Administrator , Holistic Solutions Financial Management

Victoria London

Sep 2010 — Aug 2015

EDUCATION

BSc (Hons) Computing and IT, Open University

Milton Keynes

Oct 2015 — Sep 2021

Graduated with 2.1 honours degree

Cert HE, Kingston University

Kingston

Sep 2010 — Jun 2012

Certificate of Higher Education in Landscape Architecture

A Levels , Stanley Park High School

Carshalton

Sep 2008 — Jun 2010

Achieved 3 A's-C in IT, Fine Art and Business Studies

GCSEs, Stanley Park High School

Carshalton

Sep 2003 — Sep 2008

Achieved 9 GCSE's grade A - C including Maths and English

COURSES

JavaScript and JQuery for beginners, London Academy Of IT

Jul 2018

REFERENCES

References available upon request