

Luke Robson Brady

Personal Information

Date of Birth: 11.05.1994
Place of Birth: Rugby, England
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Education

During my 13 years of school I achieved 10 GCSEs and 3 A levels. I finished school at the age of 18 in 2012. Further details of the subjects I chose and the grades I achieved are available upon request.

Skills

Full clean driver's license.
Experience with SQL, SAP and Solar
Fluent writing and speech in both German and English (some previous experience translating)
Knowledge in HTML and CSS
Customer service experience

Work experience

Mortimer English Club – Verden (Germany)

Teaching Assistant (September 2012 – December 2012)

During my time in this small school, I helped assist teach classes of all ages with English and tried to learn a little German myself. My job was to give the perspective of a native English speaker and clarify any confusion that may have arisen over translations or any idiosyncrasies of English. The fact that the classes were so varied, helped me understand that different approaches have different results and what may work for some, definitely won't for others.

Premier Foods – Rugby (England)

Change Management Co-ordinator (October 2013 – October 2014)

During my time in this role, I was required to work independently to find the most up-to-date information on products and upcoming projects through both organising conference calls and meetings to ensure that documents used by all employees within the company were as accurate as possible and progress was constantly maintained on projects to ensure deadlines were met.

Optimisation was another important aspect of this job, with a lot of opportunity to streamline processes the company was using and to make the completion of tasks and projects easier and more efficient. This job required a lot of organisation and good timekeeping skills, as well as the ability to communicate accurately and work with other employees when needed. When a project was completed or abandoned and the amount of work available decreased, this is when other departments started asking for my assistance more and is the beginning of how I transitioned into my next job in the company.

Stock Availability Co-ordinator (October 2013 – October 2014)

Being moved to this department due to the business acknowledging the necessity for more support during a busy period; I had to learn a completely different job from the beginning and fit into a more team orientated environment. This job demanded more; every member of the team was accountable for their decisions and although a lot of planning was still required for this job, the amount of time in which decisions had to be made was much shorter and the wrong decision could have very negative consequences.

The main responsibilities involved in the role as 'Stock Availability Co-ordinator' were looking at forecasts to determine whether stock needs to be moved and where from. It was also necessary to communicate with other departments to gather as much information as necessary and then make a decision on this basis. The amount of technical knowledge required was much higher than the previous job and the fact that the results of the decisions that were made brought immediate tangible results made this job more high pressure.

cleverbridge AG – Cologne (Germany)

Physical Fulfilment Specialist (November 2014 – March 2017)

I started this job not long after moving to Germany. It was very different because the office language was in German, which at this point, I couldn't speak much of. This is a relatively new company, who was still growing and developing and I was the first hire within this department. Together with my colleague, we built the department and continued to grow it, adding new clients and different solutions to increase the business' revenue. My job here was to ensure that all physical products were being sent to the right customers in the right countries and that everything was running smoothly. This included any new products that were being released were correctly entered into the database and synced, as well as making any necessary changes to ensure that the day-to-day operation was not interrupted by any unforeseen problems. I also created and maintained several documents so the department could better track it's key performance indicators and observe any irregularities, so that they could be investigated as soon as possible.

This job required very strong concentration, as when using SQL and making changes within a database, a slight, incorrect change could cause a lot of problems and take a very long time to fix. As my German improved, the company took on more clients and customers from within the United States and the busy season was approaching, It was suggested that I help in another department, next to the responsibilities I already had.

Customer Service Representative (November 2014 – March 2017)

I received a schedule; the times I was supposed to focus on each job and what responsibilities I was expected to fulfil, whilst at the same time being punctual so that the appropriate amount of support was available. In this job, answering customers' enquiries via e-mail and phone were the main responsibility, me being responsible for German and English customers. This job was higher pressure, because everyone has a minimum amount of contacts to be reached, as well as the quality of the assistance being judged. From speaking more German to customers, this helped both my German reading and writing skills improve, likewise my customer service skills.

Performing both jobs simultaneously was particularly difficult, with responsibilities from both sometimes overlapping, especially when unexpected problems arose or there were particularly more contacts from customers.