

CLAIRE EVANS

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Skills

Investigation – Market Research – Survey Design - Data Analysis - Data Visualisation – Insight Analysis - Problem Solving – Dispute Resolution - Communication with Stakeholders – Customer Service – Teaching / Mentoring – Report writing – Networking

Current Roles

Lecturer – Newham College of Further Education (September 2023 – Present)

Teaching ICT and Digital skills to learners aged 16-18 – Promoting courses – Safeguarding – Lesson planning. Courses: T Level Digital, BTEC Information Technology.

Ambassador (Freelance) - Code First Girls (October 2022 – Present)

Networking - Online promotion - Event hosting – Public speaking – Interviews with press to raise awareness of equality in tech

Instructor (Freelance) - Code First Girls (February 2022 – Present)

Teaching SQL and Python skills to women with no previous experience who would like to upskill for a career in tech - Assisting with student queries - Promoting other courses

Education

Postgraduate Certificate in Business Analytics, Birkbeck University of London 2022 - 2023

- *Data Analytics Using R*
- *Data Visualization and Communication*
- *Digital Business*
- *Introduction to Analytics and Business*
- *Management of Emerging Technologies*
- *Predictive and Prescriptive Decision-Making*

CFG Degree (Data), Code First Girls 2022

Graduate Diploma in Law, BPP Law School 2011 – 2013

BA (Hons) International Business, University of Sunderland 2001 – 2005

Teaching Qualifications

TEFL 220 hour level 5

TEFL Advanced 40 hours online

Most Recent Roles

Researcher (Short Term Contract) - Cyber Resilience Centre For London (November 2022 – Present)
Research on businesses in the London area and their attitudes towards cyber security - Survey design and analysis - Attending events to promote cyber awareness to SMEs and charities in London – Writing articles for publication about cyber security related tech issues

Market Research Analyst – Financial Ombudsman Service (August 2022 – March 2023)
Survey design and analysis of resulting customer satisfaction data using systems such as SQL, R and SPSS. Worked on implementing machine learning and NLP to integrate free text comments into statistical data.

Investigator (Investments specialism) – Financial Ombudsman Service (July 2021 - August 2022)
Moved out of academy early due to doubling resolution target – Moved onto specialist stream earlier than anyone else in the history of the Service – Consistently top performer on the team with the highest number of resolutions.

Complaints Handler (Pension specialism) – Fidelity International (May 2020 - July 2021)
Consistently the top performer on the team with the highest number of resolutions, often doubling the number of expected closures.

Customer Service Representative (Private Investor specialism) – Fidelity International (March 2019 - May 2020)

Previous Relevant Work Experience

Customer Service Representative / Trainee Colleague Deployment Analyst – Tesco Bank (September 2016 – March 2019)

Staff scheduling and deployment to meet adherence to service level agreements for the call centre

Learner Support Assistant (Temporary) – The Open University (2015 – September 2016)

Providing information and guidance to students - Encouraging student participation and delivering support to students in all aspects of their studies

Capita SIMS Support & Training – 3BM (2014 – 2015)

Training school staff how to use the data analysis software and operating the helpdesk for any support queries

Information Systems Officer – Babcock International Group (2013 – 2014)

Maintaining database integrity between Surrey County Council and Surrey schools - Flagging and correcting any data mismatches – Uploading school census and assessment information to the government portal – Working to tight deadlines

Finance Assistant – Richard Challoner School (2010 – 2013)

Implementation of ParentPay system – Purchasing – Preparing cheques for signing – Daily cash reconciliation

Data Manager – Coombe Girls 'School (2008 – 2010)

Tracking pupil attainment – Producing pupil reports – Preparation of figures for statutory reporting