

# Simon Piggott, BA Hons

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## Key Skills & Experience

- Experienced retail manager
- Versatile events manager
- Great knowledge of social media management
- Excellent communicator
- Adaptable and self-starting
- 'Can-do/get-it-done' attitude
- Knowledge of BIS, such as Ariba, Salesforce, ServiceNow, Jira and Aha
- Client/customer focused, with an emphasis on service
- Understanding of contactless technologies; RFID/NFC
- Familiar with contact centre technology; VoIP and system implementation
- Understanding of networking principles and infrastructure
- Fulfilment planning and implementation
- Training and development

## Personal Statement

I am a passionate, motivated and ethical professional with a keen interest in music and technology. I am a self-starter, adaptable and forward-thinking with a 'get-it-done' attitude, making me a valuable asset to project of any size. Having spent time in small, medium and large companies in addition to working freelance, I can communicate clearly and efficiently with both internal and external stakeholders, customers and clients alike. My time working freelance showed me the importance of confidence, self-belief and time management.

## Employment History

### Operations Executive / Technical Operations Manager

#### Sky Tickets (2016 - Present)

As Operations Executive and later, Technical Operations Manager, this role incorporated setting up Sky's new MK office from scratch in addition to implementing all related operations running from this office, including a contact centre and fulfilment centre designed to output in excess of 1.5m tickets per year. This position also required I make regular contributions to the product roadmap and present to board-level stakeholders.

- Liaising with multiple Sky teams for corporate integrations including WAN and facilities management.
- Successfully planned, implemented and recruited for IP-based customer contact centre.
- Planned and implemented ticket fulfilment centre, managing relationships and integrations with external suppliers.
- Sourcing and procurement of twin-chipped, non-ISO Pass card product
- Procurement of access control, box office, printing, networking and logistical assets
- Built multiple fruitful relationships with business-critical suppliers
- Development and implementation of a robust, customer service policy
- Staff training on complex ticketing system processes and architecture in a fun and engaging manner, both face-to-face and virtually
- Production of training assets for both internal and external stakeholders; video and print
- Developed successful event management, on-sale and fulfilment processes
- On-site event manager for multiple client events
- Site visits for technical survey
- Identification, planning and development of product features
- Asset management
- System demos at board level

## **Social Media Marketing Officer**

### **Una Tickets (2015 - 2016)**

Launching the future of ticketing technology into the marketplace, with a disruptive tout and counterfeit proof RFID Pass card product. Una was a hugely successful, fast-moving start-up, being acquired pre-revenue by Sky as much for the first-class team as the revolutionary product.

- Founding team member
- Built awareness of the Una brand and Pass product through planning and execution of engaging social media campaigns, such as #1000FreePasses and #UnaAsks
- Networking with influential social media figures
- Building relationships with key members of the press and relevant industry publications
- Creating various published press releases
- Planning and procuring printing and encoding technology
- Identification, planning and development of product features
- Customer and client support
- Production of Pass card product; printing, encoding and fulfilment
- FOH event staffing

## **Runner**

### **Shepperton Studios [Temporary] (2015 - 2015)**

Supporting the sound deliveries department, liaising with and looking after clients whilst ensuring the studio premises were maintained to the highest standards of cleanliness and maintenance and were well stocked with consumables.

## **Freelance Web Developer**

### **Freelance (2009 - Present)**

Delivery of bespoke online solutions in my free time. Usable, mobile first websites meeting both HTML5 and CSS3 Standards. Experience working with Wordpress, Concrete5 and other frameworks such as Bootstrap and Foundation. Working on a freelance basis, in my spare time, excellent time management is required in addition to the ability to explain complex challenges to clients in a plain-English and efficient manner.

## **Deputy Manager / Duty Manager / Cycle Mechanic / Sales Advisor**

### **Halfords – Multiple Stores (2010 - 2015)**

Working to prepare myself for, and support myself throughout university, I provided management support at multiple Halfords stores across Buckinghamshire. Additional successes included developing and training staff, sales and increasing cycle repair revenue by up-to 100% YoY.

## **General Manager**

### **Beatdown Productions – Milton Keynes (2010 - 2011)**

## **Sales Manager**

### **Halfords – Uxbridge (2007 - 2010)**

## **Education**

### **Buckinghamshire New University (2011 - 2014)**

#### **BA Hons Music Management & Artist Development**

2:1 including a First for my Dissertation (commended by the Board)

### **ICS Distance Learning (2010 - 2011)**

A Level Business Studies