

## **Richard Murrills**

**DOB:** 07/12/1977

### **Contact Information**

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### **Summary**

Highly motivated and enthusiastic individual with a strong background in IT and customer service. Proven ability to thrive in fast-paced environments and adapt to new challenges. Skilled in web development, project management, and team leadership.

### **Education**

- BSc, HND and A-Level Computing
- 8 GCSEs Grade C or above, including Maths and English

### **Work Experience**

#### **Technical Implementation Consultant, Granicus (July 2015 – Present)**

- Analysing, scoping, designing and building online solutions for Local Government clients
- Training on use of the govService (Firmstep) platform
- Resolution of advanced support tickets outside capabilities of support team

#### **Web Development Officer, London Borough of Bexley (Jan 2012 – July 2015)**

- Developed dynamic e-forms for internal and external customers using web technologies such as JavaScript, jQuery, and CSS.
- Created bespoke solutions to replace existing software packages using the govService (Firmstep) platform.
- Managed projects and collaborated with business areas to achieve goals.

#### **Customer Services Advisor, London Borough of Bexley (Sep 2008 - Jan 2012)**

- Answered queries from the public on various subjects, including refuse collection, highways issues, social care and student finance.
- Provided excellent customer service and resolved complex issues.

**Analyst - Planning and Resource Management Team, Barclays PLC (Apr 2004 – Nov 2007)**

- Provided schedules, forecasts, and management information across the business.
- Conducted real-time analysis to maintain service levels in multiple call centre sites.
- Assisted in rolling out software and training agents on eWFM related software.

**Other Experience**

- Senior Customer Service Advisor, Barclays PLC (Aug 2002 – Apr 2004)
- Web Developer, Mission IT Solutions
- Dispatch Assistant, Woolwich PLC
- Web Designer / Computer Technician, Start 2 Surf
- Data Entry Clerk and Administrative Assistant, London Borough of Bexley (PT)

**Interests**

- Travel: visited Canada, USA, New Zealand, Australia, and Thailand in 2008
- Reading: horror, true crime, science fiction and biographies
- Hobby IT: iOS app development (SwiftUI), Self-Hosting (e.g. OnlyOffice, websites etc.), writing APIs (Python, Node Red), Smart Home management (Home Assistant) etc.