

Curriculum Vitae of Ryan Currie

Personal details

Title: Mr

First name: Ryan

Surname: Currie

Date Of Birth: 17/05/1997

Address: 12 Spring Vale Mews

Postcode: OL13 9FP

Contact:

Email: rcurrie125@gmail.com

Personal Statement

I am a capable and hardworking individual with 12 years of customer-facing experience, demonstrating consistent progression through five roles across two companies. Currently, I am a Team Manager at JD Group, where I lead by example, guiding my team towards their own professional development. My organisational skills enable me to thrive in fast-paced environments while delivering high-quality work. I pride myself on my approachable and reliable nature, particularly in supporting my team with objection handling and problem-solving through coaching and feedback, utilising SMART targets. During my time at JD Group, I put myself forward for an AI side project, which not only demonstrated my eagerness to expand my skillset but also allowed me to explore software development, particularly around AI. This experience has sparked a passion for learning, driving me to continue self-teaching different programming languages in my spare time. I am committed to pushing myself both in and out of work, always seeking opportunities for personal and professional growth.

Certificates

Management Development Programme – 2021

Welfare Champion – 2022

JD Group (Customer Care) – November 2018 – Current

CC Innovation Team (Jan 2025 – Current)

Key Skills and Responsibilities:

AI Application Development & Maintenance - Assisted in the design, development, deployment, and ongoing maintenance of AI-driven applications by working closely with the AI Development Lead. Contributed to the creation and refinement of proof-of-concept MVPs using frameworks such as React and Next.js, along with programming languages including Typescript and SQL. This collaborative approach helped inform strategic decisions and iterative improvements.

System Integration & Analytics - Supported the integration and management of systems using Vercel for hosting and Supabase for database operations. Helped implement advanced analytics tools—Grafana, Looker, and Datadog—to monitor performance and generate actionable insights, ensuring high operational standards were met.

Project & Security Management - Collaborated on project coordination efforts using JIRA and Confluence, facilitating effective communication and smooth workflow management across teams. Contributed to upholding robust security protocols through Arcjet, ensuring compliance with industry best practices.

AI Strategy & Innovation - Played a supportive role in applying advanced AI methodologies, including prompt engineering, to enhance application functionality. Assisted in the integration of innovative solutions from platforms such as Open AI and Anthropic, ensuring that evolving AI technologies were effectively leveraged.

Team Collaboration & Communication - Provided clear technical and strategic support to both technical and non-technical stakeholders. Contributed to mentoring initiatives and promoted a collaborative environment, ensuring that innovative solutions were seamlessly integrated into everyday operations.

Role: Team Manager (June 2021 – Current)

Key Skills and Responsibilities:

Communication: I adapt my communication style to suit various situations, including 1:1 meetings, coaching sessions, and HR processes such as investigations and disciplinaries.

Departmental Innovation: I have a strong knowledge of Excel and an understanding of how formulas work. I have previously used this knowledge to build innovative ideas to support the department in keeping tabs on performance per agent. With this idea it has improved efficiencies within the operation, and I have had high praise for the work put in.

In addition to using Excel I have taught myself how to write code by completing an MVP which was showcased to 2 directors of the department to then go onto write a business case. This developed my skills further and continues to prove I am always looking for ways to innovate.

Team Management: I manage workflows efficiently, delivering a positive team environment even during challenging periods. I support my team in resolving customer objections and problems through coaching and SMART-target-driven feedback.

Role: Senior Lead Advisor (September 2019 – June 2021)

Role: Customer Care Advisor (November 2018 – September 2019)

Magnum Whiteline LTD – August 2013 – November 2018

Role: Supervisor (June 2016 – November 2018)

Role: Phone Operator (August 2013 – June 2016)

References

Available upon request.