



## **Andrew John M Scorgie (BA)**

### **PROFILE**

An experienced Freelance Photographer. Having worked in Zoo, Music, Tourism & Sport. Who is a reliable individual, trustworthy, has good attention to detail and also good at communicating, be it one to one or to a group.

Able to operate effectively in diverse situations, flexible, with a background in customer service within a large media organisation and also able to travel at short notice.

### **Career History**

#### **Photographic Publications**

**Frame: Advertising Agency – Licensed imagery to RBS This is Home Campaign (Edinburgh Airport)**

**Osprey Publishing: Licensed imagery to The Official Concorde Story.**

**Voyage & Histoire: Licensed imagery for magazine cover.**

**Glenrothes Gazette: Featured image.**

**BBC Online: Featured image Royal Highland Show**

**BBC Online: Picture of the week**

#### **November 2013 – Present Lloyds Banking Group**

##### **Fraud Officer**

Areas covered under Fraud operations include Fraud Prevention with clients, confirming genuine or fraudulent transactions, Handling verification requests from third party merchant banks. Looking after requests for Overseas Emergency funds and administering the VIP case list for high profile clients.

#### **October 2000 – August 2013 BSkyB**

##### **Technical Service Adviser**

Working within the Technical service department at BSkyB where within this busy and challenging environment. Liaising with approximately 30 customers per day from various backgrounds.

Dealing with technical support issues for viewing issues, Setup issues or recording issues. In regard to SkyHD this can also include setup relating to how the customer can make the most from the HD box and their HD capable TV.

There is also a need to be multi skilled where this allows for handling difficult or unusual issues in regard to technical enquires, and when required, the ability to arrange engineer assistance for the customer.

##### **IT Systems Floor Walker/System Analyst**

Duties within the customer service environment as an advanced systems user for the new IT software system. Required to floor walk, advice users on the system in moments of need and

Investigate system anomalies, whether resolvable or required to be escalated. Also handle any one to one training issues that arise.

### **Subject Mater Expert – Apps Specialist**

Working as part of a team designed to enlighten other members of staff who feel they have a knowledge gap regarding iPhone/iPad(iOS), Android apps and pc/mac desktop apps provided by sky. These covered the workings of Sky Go, Sky Wifi (internet cloud connection). On Demand setup of Sky+HD. Knowledge gaps with staff were covered by holding demonstration workshops, One to One tuition, Call Handling and advisor feedback on calls.

### **Education & Qualifications**

#### **2001 – 2003 Abertay University**

#### **BA in Information Management**

Subjects studied: System Design, Project Management (MS Project), Group Projects, Managing Organisations, Groupware Systems, Ecommerce, Database Design (MS Access) Presenting Information (MS PowerPoint). Network Systems

#### **1997 – 1999 Glenrothes College**

#### **HNC in Computing and User training Support**

Subjects studied: Information Systems (MS Office), Project Management (MS Project), Communications, Computer Systems (Windows, Linux and Macintosh)

### **INTERESTS AND FREETIME**

#### **Voluntary work and Clubs**

Free time is spent giving time towards the Local Air Cadet organisation as an adult volunteer. Duties involved with this include teaching the cadet's subjects relating to the Air Cadets and the RAF, as well as assisting with any project work such as PR and Newsletters

Also my time is spent working on the Committee for the local Camera Club working as the Membership secretary where I work on maintaining the membership list and handling subscriptions on a weekly basis.

Also as part of the club I am an active participant in competitions having taken top honours in set subjects. Having won 2012/13 honours for Digital Imagery.

This has covered areas such as Scenery, Zoological and Motorsport from places within the UK, Europe and the USA.

#### **Interests**

I have an interest in Motorsport where I will follow and support Formula One and the Touring Cars, Regarding Formula One, I have gathered a good amount of knowledge and also make visits to Test days within the UK and attend Races such as the races hosted in various nations often including places outside of the UK.

Have an interest in Zoo's and currently a member of Edinburgh Zoo and have visited many in different countries.