Nathan Strange

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SUMMARY

Customer Operations and E-Commerce professional with experience managing end-to-end order workflows, ecommerce operations, and customer experience across B2B and D2C environments. Experienced in Shopify-based operations, fulfilment coordination, order lifecycle management, and maintaining accurate product and customer data across multiple systems. Proven ability to support smooth ecommerce operations through structured workflow management, cross-functional coordination, and proactive issue resolution, with a strong focus on operational accuracy, customer journey improvement, and service reliability. Comfortable working in fast-paced, evolving environments requiring adaptability, attention to detail, and continuous optimisation. Comfortable working within evolving ecommerce environments, supporting operational changes, system improvements, and continuous process optimisation.

EXPERIENCE

Beechcroft Developments Ltd, ***Customer Service Coordinator***

Oct 2025 - Apr 2026 - (6-month fixed term contract)

- *Managed high volumes of customer service requests and operational workflows, ensuring accurate case tracking, prioritisation, and resolution coordination across multiple stakeholders.*
- *Coordinated scheduling, contractor follow-ups, and issue resolution activities while maintaining clear communication and operational oversight throughout the service lifecycle.*
- *Maintained structured records and tracking systems to ensure visibility of ongoing work and timely completion of tasks.*

ShopWave Trading Ltd (E-commerce Brands), ***E-Commerce Operations Lead***

May 2024 - Oct 2025

- *Managed day-to-day ecommerce operations across Shopify-based storefronts, overseeing the full order lifecycle from checkout through fulfilment, delivery, returns, and customer resolution processes.*
- *Maintained accurate product, customer, and operational data across ecommerce and backend systems, supporting smooth order flow and consistent customer experience.*
- *Processed customer orders, returns, and refunds while maintaining clear communication across all touchpoints.*
- *Responded to pre- and post-order queries including product specifications, availability, delivery, and payment-related enquiries.*
- *Monitored order flow across ecommerce and backend systems, identifying and resolving fulfilment or delivery issues before escalation.*
- *Identified operational friction points within the customer journey and implemented structured process improvements to support faster resolution times and smoother post-purchase experiences.*
- *Maintained accurate customer and order data across systems, ensuring consistency between operational records and customer communications.*
- *Coordinated with suppliers and logistics partners to resolve stock, shipping, and delivery challenges efficiently.*
- *Used operational and customer service data to monitor order performance, identify recurring issues, and support ongoing workflow and service improvements.*

Fischer Fixings UK, ***Customer Service Administrator***

Jun 2023 - May 2024 - (11-month fixed term contract)

- *Processed sales orders using SAP ERP, ensuring accuracy across order entry, stock allocation, and delivery coordination.*
- *Managed stock enquiries, order tracking, and shipment updates, supporting both customers and internal teams.*
- *Handled invoicing, credit notes, and order reconciliation, maintaining financial and operational accuracy.*
- *Liaised with logistics, sales, and finance teams to resolve order discrepancies and delivery issues promptly.*
- *Maintained accurate records within SAP, ensuring data integrity and audit readiness at all times.*

Racing Post, ***Customer Service Executive***
Apr 2018 - Oct 2022

- *Delivered front-line customer and technical support across phone, email, and digital channels, assisting customers with web and app-related issues, account queries, and platform navigation.*
- *Diagnosed and resolved customer issues relating to subscriptions, account access, betting queries, and digital product functionality across horseracing and sports platforms.*
- *Logged, tracked, and escalated technical and service-related issues using structured systems, maintaining accurate records to support resolution and service continuity.*
- *Guided customers through platform features and betting-related queries while ensuring a high standard of customer experience and clear communication.*
- *Contributed to operational efficiency by maintaining accurate documentation and supporting effective communication across internal teams.*

Ladbrokes, ***Customer Service Manager***
Jan 2013 – Apr 2018

- Managed day-to-day operations within a fast-paced customer-facing environment, ensuring compliance with company policies, procedures, and service standards.
- Resolved escalated customer issues through effective problem-solving and decision-making while maintaining a consistent and professional customer experience.
- Supported team coordination and operational efficiency by overseeing workflows, maintaining service standards, and ensuring smooth day-to-day operations.
- Trained and onboarded new employees across systems, processes, compliance procedures, and customer service standards to support team capability and consistency.
- Played a key role in maintaining a structured, compliant, and reliable operational environment.

ADDITIONAL EXPERIENCE

- Transport Planner, XPO Logistics
- Transport Planner, Driver Hire
- Regional Sales Executive, Safestyle UK
- Account Manager, Classic Pix (Catalogue Photography)
- Photographic Manager, Trinity Mirror South
- Chief Photographer, Image Photos

EDUCATION

- *Generative AI Automation Specialisation, Vanderbilt University | Dec 2025*
- *AI Product Management, IBM | Jan 2026*
- *UI/UX Wireframing & Prototyping with Figma, IBM | Feb 2026*
- *Digital Marketing | Curious Academy, Apr 2025*
- *Level 2 ECDL, BCS | The Chartered Institute for IT*
- *Level 3 Certificate | City & Guilds*
- *NCTJ Press Photography — NCTJ (National Council for the Training of Journalists) | Norton College*

SKILLS & TECHNICAL PROFICIENCIES

- Shopify
- Ecommerce Operations & Order Management
- Customer Journey & UX Optimisation
- Google Analytics (GA4)

- CRM & Case Management Systems
- SAP ERP
- Microsoft Dynamics 365 Business Central
- Excel Reporting & Data Analysis
- Fulfilment & Delivery Coordination
- Reporting & Operational Tracking
- Process Improvement & Workflow Optimisation
- Cross-functional Collaboration
- Customer & Stakeholder Communication
- Attention to Detail & Quality Assurance