Joey Huggett

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Personal Statement

Technical support analyst with a strong focus on problem-solving, automation, and continuous improvement. Experienced in supporting complex systems, investigating issues across application and database layers, and developing tools to improve efficiency.

Particularly strong in SQL and data analysis, with hands-on experience building solutions that support business operations, compliance, and reporting. A proactive and reliable team member who enjoys solving problems and delivering practical solutions.

Key Skills

• Strong SQL (complex queries, reporting, stored procedures)	• C# (intermediate)	• Excel (advanced – Pivot Tables, VBA)
• Basic HTML, CSS, JavaScript	• SSRS reporting	• Application support & troubleshooting
• Database investigation & performance analysis	• API integration (REST)	• Logging & monitoring tools (DataDog, Seq, Stackify, Raygun)

Employment History

Senior Application Support Analyst — Benchmark Capital Limited

June 2023 – Present

- Awarded two company-wide awards (individual and team) for protecting the business and delivering a complex migration project
- Provide support across multiple financial services platforms, troubleshooting issues across application, database, and infrastructure layers
- Investigate production issues using logs, stack traces, and database analysis, reproducing issues in test environments
- Develop large-scale SQL queries and reports (1000+ lines) to support business and compliance requirements
- Collaborate with development teams on releases, bug fixes, and system improvements
- Improved migration processes by introducing modular design, reducing complexity and increasing reliability when running across different environments
- Built tools and processes for data exports/offboarding, including blob storage integrations
- Developed PowerShell and SQL automation for secure data handling and monitoring integrations

Service Desk Agent — Comtrex

August 2019 – June 2023

- Awarded company-wide innovation award for developing internal tools
- Resolved customer issues across networking, software, and database systems
- Escalated complex issues to engineering teams with detailed analysis
- Developed internal tools using C# and SQL to improve efficiency
- Built automation scripts reducing manual workload
- Collaborated with US developers on projects and system improvements

Sales Support — Euroffice Ltd
September 2018 – August 2019

- Managed sales communications and handled customer queries
- Prepared quotes and liaised with suppliers
- Improved quoting system using competitor data and automation
- Built tools to compare pricing and generate contracts efficiently

Multiple Roles — East Grinstead Bathrooms & Kitchens
April 2013 – September 2018

- Developed systems linking EPOS and quoting tools
- Built scripts for shipment and invoice matching
- Created Excel-based database for managing customers and invoices
- Provided IT support including CCTV, hardware, and systems setup
- Managed operations including logistics, subcontractors, and customer service

Hobbies & Interests

- Long-distance runner (Over 40 marathons and ultras)
- Building and maintaining Linux home server
- Repairing laptops and PCs
- Avid reader
- Gaming
- Media Officer committee member for local running club.