



Dave Hickman

Operations | Customer Support | Algorithmic Trading

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An experienced Operations Specialist with a demonstrated history of working in various startup and online industries. I bring a strong track record in operational business management, customer support, and algorithmic trading for stock market and cryptocurrency platforms.

I have developed automatic income streams through website advertising and automated trading algorithms. Proficient in programming and data- driven decision-making, I excel in streamlining operations and supporting scalable, customer-focused solutions.

Work Experience

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Co-Founder & Head of Operations @ Talem Press
Sydney, Australia | 2015 - 2025
 - Founded and managed a digital-first book publisher, overseeing the entire production lifecycle for 16 fiction titles (ebook, print, and audio).
 - Sold over 10,000 books with 2 million page reads by developing and executing targeted marketing campaigns on Amazon, Google, and social media ad platforms.
 - Handled all business operations, including project management, author contracts, royalty accounting, and international distribution.
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Co-Founder & Head of Operations @ Writer's Edit
Sydney, Australia | 2013 - 2025
 - Grew a content website and e-learning website into a leading global resource for creative writers, attracting hundreds of thousands of users per month.
 - Developed and sold tens of thousands of dollars worth of online writing courses while also driving revenue through strategic ad placement and conversion rate optimisation.
 - Managed all technical and business operations, including custom WordPress development, SEO, and the recruitment and leadership of a 12-person writing team.
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Help Desk Operations Manager @ Luxury Escapes
Sydney, Australia | 2015 - 2018
 - Set up and managed all operational aspects of customer support for brands including LuxuryEscapes, Scoopon, Cudo, and LivingSocial.
 - Managed the helpdesk ecosystem, routing between 60,000 to 100,000 customer support emails per month.
 - Led a team to ensure customer issues were resolved efficiently, and satisfaction remained high.
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Operations Manager @ Luxury Escapes
Sydney, Australia | 2012 - 2015
 - Oversaw customer support, content production, and client account management teams.
 - Played a key role in integrating operational assets from newly acquired businesses.
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Customer Support Manager @ Luxury Escapes
Sydney, Australia | 2010 - 2012
 - Helped scale the company from a startup to one of the largest ecommerce platforms in Australia.
 - Managed and trained over 100 customer support agents both locally and internationally.
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Backpackers Hostel Manager @ City Resort Hostel
Sydney, Australia | 2009 - 2011
 - Oversaw all daily hostel operations, including staff rostering, booking management, and the entire guest experience from check-in to departure.
 - Acted as the primary point of contact for guest needs, effectively resolving a wide range of issues from booking enquiries to on-site emergencies.
 - Managed all financial transactions, including rent collection and payment processing, and ensured the accuracy of daily cash handling and reconciliation.
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Police Officer @ West Midlands Police
Birmingham, United Kingdom | 2007 - 2009
 - Handled stressful and fast-paced situations calmly, making quick and effective decisions to solve problems.
 - Investigated issues by carefully gathering facts and information, and kept detailed, accurate records.

Volunteer Experience

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Coach & Website Administrator @ Halas Hawks Junior Football Club
Birmingham, United Kingdom | 2000 - Present
 - Have been a volunteer at one of the largest junior football clubs in the UK for over 25 years.
 - Coached boys and girls aged 4-18 in football for 10 years, helping to develop foundational skills and promoting teamwork across a diverse age range.
 - Obtained FA coaching qualifications at age 15, contributing to the growth of youth football in the local community through structured and engaging coaching sessions.
 - Served as the website administrator since 2009, still to this day maintaining the club's online presence and providing ongoing technical support to enhance communication and club operations.
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Operations Assistant @ Stourbridge & District Youth Football League
Birmingham, United Kingdom | 2024 - Present
 - Assisted in the placement of referees for over 10,000 matches across multiple boys' and girls' leagues (ages 7-17) in the past 12 months, ensuring coverage for all scheduled games.
 - Supported the logistics of a highly complex scheduling process, collaborating with league officials to meet operational needs and resolve challenges in real-time.
 - Contributed to streamlining the scheduling process by dedicating numerous hours of voluntary work to maintain accurate schedules and ensure smooth coordination between referees, teams, and league organisers.

Project Experience

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Inbox Profits Marketplace
2020 - Present
 - Developed a subscription-based marketplace to connect financial market experts with everyday investors.
 - Engineered the platform to allow portfolio managers to sell their expertise and subscribers to receive a feed of automated daily trading signals.
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Automated Trading System
2020 - Present
 - Engineered a fully automated trading system from the ground up to trade stocks and cryptocurrencies 24/7.
 - Managed the entire project lifecycle, including strategy research, data analysis, back-end coding (PHP, MySQL), and front-end interface development.
 - Successfully designed and deployed the system which now serves as a primary source of personal income.
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Junior Soccer League Referee System (Voluntary)
2023 - Present
 - Designed and built a custom scheduling platform to solve a major administrative challenge for a youth soccer league with over 2,000 teams.
 - Automated the placement of referees for over 10,000 matches in the last 12 months, saving league volunteers hundreds of hours of manual work.
 - Enhanced usability by creating a custom Chrome Extension and Firefox Add-on, demonstrating a focus on user-centric design.

Education

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Diploma Of Information Technology & Business Analysis - TAFE NSW, Australia
2025 - Present
 - Currently studying a comprehensive program focused on business process analysis, IT systems, data management, and project coordination. Developing practical skills in aligning technology solutions with strategic business objectives.
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3x A Level - King Edwards VI College, Stourbridge, United Kingdom
2002 - 2004
 - Achieved three A Levels, building strong analytical, technical, and scientific reasoning skills. This foundation fostered a balance between logical problem-solving, data analysis, and understanding human performance and biology.
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10x GCSE - Earls High School, Halesowen, United Kingdom
1997 - 2002
 - Earned 10 GCSEs across a broad range of disciplines, establishing a well-rounded academic foundation and strong communication, numeracy, and critical thinking skills.