

# Jose Lopez

## Customer Service Representative

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LS6 4AJ

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### PROFILE

Since I was a kid I have always had a passion for tech, video games, computers. Now I have found the courage to start learning in my free time and I enjoy it so much that I am committed to get into the industry studying day by day. I know I have lots of potential to give and lots of skills I have not been able to put in practice. One day, I would love to be part of a team I can call friends and being able to teach what I have learned with new beginners.

### EDUCATION

- A-Level in Humanities (Spain)
- Kitchen Management (Spain)
- PT Level 3 & Gym Instructor (Yorkshire College of Beauty)

### KNOWLEDGE

I am currently studying *Full-Stack Engineer Career Patch* with Codecademy and *Android Development* in Coursera. I have no prior knowledge of software, but I am determined to know it all. Every day I look forward to sitting down and learn new codes, new commands, new tricks that I never knew before.

I have not been able to describe the sensation when I code and it's translated into a function in the emulator successfully.

### KEY SKILLS

Computer savvy  
Windows OS  
Word Editors  
Building PCs  
VPNs  
Commands Prompt  
Languages I'm learning  
Kotlin  
HTML  
JavaScript  
SQL  
CSS  
Problem-solving  
Able to work fast-paced envr.  
Attentive to details  
Team management  
To-do mentality  
Always willing to help  
Fast learner  
Great listener

### EXPERIENCE

*May 2022 – Today*  
Customer Service Representative • Link Group Ltd

*Jan 2019 – May 2022*  
Front Desk • Supervisor • Jurys Inn Leeds

*Mar 2018 – Nov 2018*  
Kitchen • Sous-chef • Weetwood Hall Estates, Leeds

I have been working in Kitchen since 2016. Over the years I learn to manage a team, deal with customers in many situations where problem-solving and management skills were key.

### REFERENCES

Rebecca Winstanley, Front Office Mngr.  
0113 5313200  
Emma Rhodes, Deputy General Mngr.  
0113 2838800  
Nicole Wilson, CSC Supervisor  
0871 664 0300