**THOMAS ALAN PAUL**

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**Github: https://github.com/Cradle18**

**Personal Profile**

I am an experienced retailer with a highly motivated approach to providing a quality focus in all tasks undertaken. Understanding of the customer requirements & needs within the company’s culture has created a successful movement from junior retail positions to store management. Working as a key team leader encouraging an inclusive approach whilst been characterful enough to take a firm lead has led to a respected forward moving positions throughout my career.

With a key eye for detail and an understanding of the importance of compliance and the meeting of KPI’s, teams and stores have grown to further success with constant improved ranking scores within the overall business.

**Key Knowledge and Experience**

**Web Development –** I have been studying web development in my spare time since 2020, using online free tools such as freecodecamp, The Oden Project and Codeacademy. I have gained the following skills.

* HTML
* CSS
* Bootstrap
* Javascript
* React
* Github
* Git

**Occupation-based –** A highly focused and diligent creative thinker with a progressive career to date whilst excelling in organisation tasks to the benefit of all. Completing employer based vocational courses to expand both the breadth of knowledge and the understanding of customer’s needs.

**Leadership** – Encourages team involvement, creates innovative solutions, and sets direction and business focus, fostering a good work ethic and morale across any range of personalities and skill levels. Brings confidence and authority to team leadership whilst fostering an understanding and meeting of KPI’s

**Results Orientated** – Instils a sense of urgency and a desire to deliver key objectives with a collaborative approach to both the employers and customer benefit.

**Communication** – Influential communicator who adopts style and approach to suit a wide variety of individuals.

**Work Experience**

**August 2018 – August 2022 Screwfix Branch Manager**

My last role was Branch manager for Screwfix in Bedford Kempston. My responsibilities include:

* Running of the day-to-day business.
* Commerciality – Making sure the store displayed the best deals, to help boost sales and show the customer our value for money.
* Cash – Daily count of the previous days cash takings, floating of the tills once a week and dealing with any cash/card discrepancies.
* P&L – Monthly review of the store P&L making sure that we are keeping within budget, managing loss, and maximising profit.
* Stock management – daily checks of warehouse stock changes, checking that stock counts have been done correctly. Managing any stock loss, making sure any loss is explained and claimed for correctly where possible.
* Managing the team – Leading the team making sure they are working to the best of their abilities, leading for customer service! Making sure customers are served quickly and efficiently and their items are picked and handed over in quick succession.
* Customer service – One of the most important parts of working at Screwfix is leading and delivering customer service, not only making sure customers are seen to quickly and efficiently but also that we help them with any queries they may have and give them the best service which they deserve.

**June 2018- August 2018 Rogersons Man with a Van Driver/Removals Man**

After leaving Boots, I spent some time self-employed working for a removals company. My main responsibilities were driving a 3.5tonne Van, operating a tail lift, organising customers belongings into the van, taking care in people’s homes and there property making sure we maintained the belongings in perfect order.

**2008-June 2018 Boots Pharmacy UK Store Manager**

My last position in boots was managing the Chesham High Street branch with 15 direct reports including Pharmacists and Assistant Manager. Constantly progressing in this employment originally been employed as a weekend Sales Assistant and promoted to Branch Management in 2015 whilst at the Biggleswade store. During my first management position the team promoted the store from 2500th to 500th in Boots Key productivity rating

**Key Responsibilities and Achievements:**

**Line management** - Managing cost control and salary spend hitting our numbers on a weekly basis, using a salary planner to help plan my salary spend. Ensuring all activity is with set KPI’s. Staff disciplinary procedures within companies’ procedures

**Colleague Training** – Constant staff improvement through regular reviews, in house training and mentoring. Ensuring good moral and team working ethic at all times

**Quality Management** – Ensuring all areas are compliant with health and safety, Food Safety, and drug control with regular audits.

**Commercial management –** Ensuring profitability by controlling shrinkage, cash control and management of stock

**Cash Handling** – Quick and accurate cash handling, reconciliation, and banking. Investigation of any losses or disputes

**Pharmacy –** Full understanding of the customer centric and attention to detail to ensure an accurate, safe, and profitable dispensing department.

**Marketing/Merchandising-** Ensuring deadline and plans are met to merchandising plans whilst excelling at individual marketing task allowed within the whole plan. Keeping a clean and organised store from top to tail with no corner left untouched

**2009 January Morrisons (Retail) Work Experience**

5 day’s work experience working with a fast-paced retail environment. Each day spent with a different employee to gain valuable and never forgotten experience in all aspect of the Supermarket worked within

**Education & qualifications**

2003-2009 – The Barclay School

GCSE Results:

English Language D

English Literature D

Maths D

Double Science CC

Geography C

Resistant Materials D

ICT Double Award DD

**Hobbies and Interests**

Driving, music and composing of original rock music, some time spent performing in an original Rock band. Four children and a good group of grounded friends fill much of the down time.