

# DANIELE FUSARI

## Brief summary

From a very young age I was interested in computers, but didn't really understand the different aspects of the tech world. I went to college and completed a two year Computer Technicians Award CACDP which included:

While studying I took a part time job at a travel agents hoping to find work as a computer technician. However, having progressed as an overseas operation manager, I found myself still there 15 years later. Eventually, in the last few years at TUI, I was working very closely with a wiki database, and this renewed my interest. I decided to take a year out and independently study Front End Web Development. I am now ready to further my skills and begin my career as a Junior PHP developer.

## Work

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**Customer Service Adviser**  
**Shell Energy - Coventry**

**21/09/2020 - Current**

**Frontend Web Developer Student**  
teamtreehouse.com

**Full Time 01/01/2018 - 04/08/2020**

**Profile:** <https://danielefusari.co.uk>  
<https://teamtreehouse.com/danielefusaridoughty>  
<https://github.com/DanieleFusari>

### Courses

- HTML 5
- CSS
- JavaScript
- Databases
- My SQL
- Digital Literacy
- Development Tools
- PHP

**Air Ambulance -Part Time**

**01/06/2019 - 20/03/2020**

**Customer Service. Part time**  
**Economy Energy - Kenilworth**

**17/07/2017 - 29/12/2017**

**Customer Service / Sales TL**  
**UK Flooring Direct - Coventry**

**01/06/2016 - 31/03/2017**

Leading a team to achieve sales targets and also achieving a high customer service score. New skills in flooring industry. Different types of flooring, installation and problem solving with wood products.

**Retail Manager**  
**Thomson - Leamington Spa**

**01/12/2015 - (for Fixed Term Contracts): 31st May 2016**

Retail shop of 6. Maternity cover. Monitoring money transactions for money laundering fraudulent transactions. Foreign exchange banking . Charge backs. Foreign currency. Amex systems. Ordering currency.

**Field Manager**  
**Hermes - Coventry**

**07/2015 - 30/11/2015**

Field-based, on hand to ensure all couriers fulfilled their orders for the day. Regularly meeting with local couriers and the depot manager. Improving processes and made sure everything ran smoothly. Solving problems, recruiting staff. Network mapping and produce reports and help develop the most efficient, cost-effective routes. Tracking and monitoring of Parcels.

**24/7 Operations Manager**  
**TUI Group - Majorca Spain**

**(6 month project) 01/2015 - 06/2015**

My main responsibility was to relocate the 24/7 call centre to Majorca from Coventry. My overall goal was to merge the UK, Nordic, Dutch & German call centres into one centralised location.

**Holiday Line & Reunion Operations Manager**  
**TUI -UK - Coventry & Luton**

**02/2009 - 12/2014**

Within the year of working as team manager I was promoted to Operations Manager for the 'Holidayline' and undertook the operations for Overseas Youth Reunion. My responsibilities included: Overseas Youth Reunion. This was a product mainly sold to the youth market (2wentys) . The event was a 2 day festival which was attended by overseas youth reps with high quality acts.

**Holiday Line Team Manager**  
**TUI -UK - Coventry**

**03/2008 - 01/2009**

This was a new challenge with a brand new call centre that needed setting up. The call centre looked after customers on long haul destinations such as Mexico. This was a service to offer our customers ways to contact their Thomson representative.

<b>Flights Warehouse Sales Team Leader</b>	<b>Thomson Retail - Coventry</b>	<b>05/2007 - 03/2008</b>
<b>Thomson Fly Team Leader</b>	<b>Thomson - Coventry</b>	<b>06/2004 - 05/2007</b>
<b>Flights Warehouse After Sales Consultant</b>	<b>Lunn Poly - Coventry</b>	<b>02/2001 - 05/2004</b>

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**Education**

Tile hill College	09/1998 - 06/2000
Home Tutored for one year	10/1997 - 06/1998
President Kennedy School	09/1993 - 10/1997

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**Certification**

City & Guilds Computers & Computing 1, Electronic circuits & Components 1, Microprocessors 1 Microcomputer Systems Installation & maintenance 2, Data Communication & Networks, Microcomputers 2, Electronic Circuits & Testing 2, Microprocessors 2, Disk drive installation & Installation & maintenance 3	Computer Technicians Foundation Award CACDP  BRITISH sign Language Stage 1 BRITISH sign Language Stage 2  AQA (GCSE) English (GCSE) Speaking & Listening (GCSE) Maths Money Management & Numbers	C B B A
City & Guilds Word Processing City & Guilds 730 Adult Teaching		

**Contact**

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