

# Toby Killen

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## Objective

Looking for a career change into a more opportunity filled job than my current employment.

## Skills

• Team work	• Communication skills
• Time management	• Logical Thinking
• Flexible and adaptive	• Commercial awareness
• Problem solving	• Leadership
• Ability to work under pressure	• Confidence
• Retail experience (3.5 years)	• IT skills
• Resilience	• Efficient and effective work flow
• Dictated	• Very Punctual

## Experience

### **Moor Park filling station, Blacks Road – Supervisor and Sales Assistant -September 2015 to Present (Current Employment)**

- Using POS systems for checkouts.
- Ensuring the customer is more than satisfied and providing an excellent service to the customers.
- Ensuring isles are faced off and fully stocked.
- Ensuring stock is date checked and removed if needed.
- Ensuring the floor clear and rubbish free and that it is of a standard of health and safety for customer, employee and colleague safety.
- Ensuring that all safety procedures are strictly following and adhered to.
- Working within a team, communicating with both customers and colleagues.
- Monitoring employee productivity.
- Tills Management.
- Key Holder Responsibilities.
- Organizing workflow and ensuring that employees understand their tasks.

### **Kainos - Work Experience -1 Week - 19th October 2015 to 22nd October 2015**

- Developing simple scripts on scratch.
- Developing and learning Python Language and writing basic scripts within python.
- Working within a team, communicating and sharing ideas.
- Learning and understanding Linux based system directories.

### **Montupet - 1 Day work experience**

- Learning and understanding problem solving methods e.g. 5 Whys?
- Learning the importance of following instructions strictly.
- Working within a team, allocating tasks to each other to get the job done.

### **Lloyds Banking Group - 1-week work experience**

- Understanding the importance of customer service and how it may affect the company.
- Shadowing staff on calls, understanding why customer satisfaction is important to the company.
- Talking to Team Leaders, understanding the importance of happy staff making happy customers

## Education & Qualifications

### University of Ulster (2018-2022)

<b><u>Qualification</u></b>	<b><u>Grade</u></b>
Software Engineering - BEng	Pending

### Malone Integrated College (2011-2018)

<b><u>Qualification</u></b>	<b><u>Grade</u></b>
<b><u>A-Levels</u></b>	
A-Level Sport and exercise sciences	Grade A*
A-Level Engineering	Grade A*
A-Level Applied ICT	Grade B
<b><u>GCES</u></b>	
GCSE English	Grade B
GCSE Maths	Grade B
GCSE Further Maths	Grade C
GCSE Business	Grade B
GCSE Moving Images	Grade B
GCSE ICT	Grade C
GCSE Religion	Grade B
GCSE Princes Trust Personal Development	Grade C

## PERSONAL STATEMENT

My name is Toby, I'm 19 years old with currently employed as a General Sales assistant providing an excellent customer service and working effectively within a team. Currently been working with for 3 years of retail experience and would like to change my career into a more opportunity filled job than my current employment, so I can work with career progression and university studies. I am currently at university of Ulster, studying software engineering. I am a hardworking, logical thinker within the work place and I can apply myself as much as I can within the work place. I can provide team working skills and low-level management to other members of staff. I am currently still in school studying ICT, Engineering and Sports. I wish to go onto ulster university in September 2018 to study Software engineering. Being currently employed, I wish to move on and develop my current skills and learn new ones. I pay close attention to standard of work required within the work place and I thrive to exceed the expectations that people expect of me. I think in a logical way and I place myself into a position where everyone works well in a team environment which I think is appropriate to ensure that we reach the same goal. Whilst I was in school, I played in a table tennis team, and Being part of a successful table tennis team, I work well in a team, communicating and fast pace thinking. Throughout the last 3 years of education, I have been employed and studying as well showing I can manage both school and work now and later in the foreseeable future. I wish to have a change in my career and take on any opportunity I see that will allow more doors to be open for me and if I want to progress through them, improving my career.

## INTERESTS AND ACTIVITIES

Within my spare time, I like to go to the gym, cycle and play table tennis. I have participated within several table tennis events both in and outside of school and have successfully place top three in two of them. 1<sup>st</sup> place in the Ulster U16s School Team event and 3<sup>rd</sup> in the All Ireland finals school team event. I also enjoy going out with my friends, socialising and meeting new people.

I like to follow the latest technology releases and mobile app development. When I'm doing school work I like to listen to music and sometimes I would give my hands a break and solve puzzles. I tend to pick up a Rubik's cube and solve them. I think these are the funniest as they are logical puzzles and they get more difficult the bigger you go ranging from the 2x2 up to the 5x5. I also like to learn new programming like java and C#, I don't know much of it as I don't have time to learn it all with school and work but slowly but surely overtime it will come to me. I also like writing HTML and CSS and I think these languages make the most sense and are the most logical. Using HTML and CSS I made a website for my ICT project which I completed quite quickly.

Also, I like to learn about software, programming, apps, websites and computers. I built my 1<sup>st</sup> custom PC about 2 years ago and I've been a custom PC enthusiast ever since. Over time, I've just been upgrading it swapping out parts every so often making it a beast that it is today.

I've took an interest in apps and their business success e.g. Snapchat, Facebook etc and how they became from a start-up to a world class success. I've always been motivated and inspired by start-up app that are so simple but so effective that they changed the world turning their simplicity into millions.

## References

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