



CONTACT

 17 Foundry Place, Coedpenmaen Rd. , Pontypridd, Rhondda Cynon Taf CF37-4SB

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SKILLS

- Computer Networking
- Computer software and Hardware Troubleshooting skills
- Proficient in Python Language
- Proficient in HTML, HTML5 and CSS
- AWS trained.
- Digital Marketing
- SEO
- Email Marketing
- Customer service
- Staff engagement techniques
- People management
- Guest experience improvement
- Repeat business strategies.
- Coaching and training
- Resource planning
- Employee relations
- Recruitment
- Pre-employment screening
- Candidate sourcing
- Contract negotiation
- Talent management
- Analytical and Creative
- Project Management

Fair Flower Rees

PROFESSIONAL SUMMARY

Currently working as a store assistant with a background in sales, customer service, and operations management. Highly skilled at fostering relationships with customers to increase loyalty and retention while improving satisfaction levels.

Self-disciplined professional with ample experience in IT, customer service, and technical support. Adept in troubleshooting, diagnosing, and designing computer systems to customize client needs. Eager to enhance my skills and achieve growth in the organization. Logical thinker with top problem-solving abilities. Communicates well with non-technical audiences for speedy resolutions. Background in delivering exceptional customer service whilst carrying out maintenance and repairs. Trained IT worker skilled with hardware and software.

WORK HISTORY

Store Assistant (Part time) 09/2022 - Current
Aldi - Pontypridd, Rhondda Cynon Taf

- Promptly identified and retrieved items in the stock room to maximize sales opportunities.
- Maintained and replenished stock according to store merchandising layout, ensuring coPart-insistent product availability.
- Maintained spotless store presentation through regular cleaning and organizing.
- Handled complaints calmly and professionally, minimizing conflict and maintaining customer satisfaction.
- Practiced safe and secure stock handling methods, reducing product damage and loss.
- Provided effective self-checkout assistance, facilitating faster customer transactions.

HR & Talent Acquisition Assistant (Remote) 05/2017 - 10/2018
Bibo Global Industries - Cebu City, Cebu

- Answering phone calls, dealing with inquiries, and providing general information to job applicants in regard to HR procedures.
- Preparing and issuing employment contracts to new employees.
- Making sure that all employees' records are accurate and well maintained.
- Organizing induction ceremonies and training for new staff.
- Compiling the following data about employees: payroll- such as hours worked, taxes, pension contributions, and timesheets.
- Setting up and maintaining an employee's personal files.
- Updating electronic personal records when employees' personal details change.
- Involved in the performance review of staff.

- Authorizing and issuing pays lips.

Sales and Reservations Manager Scuba Spa Maldives - Male, Male	04/2015 - 04/2017
Sales Assistant Duty-Free Maldives (MACL) - Male, Male	06/2013 - 08/2014
Dell Technical Support Stream Global Services - Cebu City, Cebu	09/2010 - 05/2013
AT&T Mobility CSR Sykes Asia - Cebu City, Cebu	02/2008 - 02/2010

EDUCATION

Level 5 Diploma: Web Application Development, 10/2023-Current
Code Institute

Micro-Credential: Project Management, 06/2023 – 08/2023
Open University
Result-Grade 3 Pass

AWS PRACTITIONER COURSE: 06/2023-07/2023
Course Result-Pass
Waiting for Qualification and Certification Exam

Micro-Credentials: Python Programming, 03/2023 - 06/2023
Open University
Result – Grade 3 Pass

Bachelor of Science: Bachelor of Science in Hotel and Restaurant Management, 2007 - 2011
University of Cebu - Cebu City, Philippines
Completed