

JACOB RILEY

CONTACT



Oswestry, Shropshire



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KEY SKILLS

- Strong customer service and sales skills
- Strong communication skills
- Positive and friendly approach, completing all tasks efficiently with a smile
- Able to adapt to different situations
- Reflective activities to improve personal development
- Ability to work in high-pressured and fast-paced environments
- Ability to work in a team and as an individual using my own initiative
- Knowledge of HTML, JavaScript and CSS languages, with certificates from websites such as Udemy and FreeCodeCamp.org, which I have applied by building several projects of my own, including landing pages, games and blog sites.

Reliable and hardworking individual with experience working in high pressured and busy atmospheres. Excellent customer service skills, with the ability to deliver meticulous service alongside being able to provide great communication skills, within the working environment and outside. Knowledge in software programming in different languages and currently seeking an IT apprenticeship position where I can demonstrate interpersonal skills and develop my own abilities.

EXPERIENCE

Jan 21- Jan 22

Customer Assistant

Morrisons

- Assisted customers with enquiries whilst delivering excellent customer service to maximise customer satisfaction.
- Overlooked the deli counter to ensure all products were upholding Food Safety guidelines and all company policies were met.
- Assisted in the preparation of food products and developed skills in food handling safety through ongoing training and reflective exercises.
- Upselling a range of items to maximise company profits and ensure all targets were met.
- Maintained deli counter to ensure Hygiene regulations were adhered to.

EDUCATION

July 2018

Shrewsbury Sixth Form College

A-Level:

- History: D
- Biology: D

June 2016

St Martins School

GCSE

- 11 GCSE's including Math and English ranging from Grades 6-9

INTERESTS

- I enjoy volunteering in my spare time, and I have helped with fundraising for various charities such as Cancer Research and the Lyneal Trust.
- I enjoy getting my hands dirty by helping my father with his concrete business and building sheds.

References available on request