

Jack Stockwell

Contact details

Can be found here:
<https://jackstockwell.github.io/react-portfolio/#/socials>

Education

Chase High School
Southend-on-Sea
2009-2014
7 GCSE A-C including Maths, English
and Science
2 BTEC Level 2

Chase High School Sixth Form
2014-2016
Southend-on-Sea
BTEC Extended Diploma Games
Development Merit

University of Birmingham
March 2023-Present
Online Course
Full Stack Web Development
Certificate of Higher Education
(CertHE)

Key Skills

Management
IT
Sales
Administration
Customer relations

About Me

A hard working, honest and dependable individual looking for a new career that is more compatible with my lifestyle. I have enjoyed working in a team environment while under great stress from day-to-day operations while dealing with a wide variety of individuals which has made me confident in my interpersonal skills. I am open to change and have a willingness to learn new skills.

I have an interest in IT and can confidently use different operating systems and programs.

Some of my Hobbies include Socialising, Travelling, Gaming, Technology, Electronic Music and Gardening.

Experience

Adventure Island, Stockvale LTD

July 2016 - present

Job positions including Customer Service Host, Sales Team member, Team Leader and Supervisor.

Most recently, Assistant Manager (*April 2021-present*)

Key responsibilities in this role included budgeting, managing upwards of 200 staff members at any one time, leading teams, creating and presenting aspects of the leadership programme, managing systems and being the Person of Responsibility of quiet days.

Acknowledgements include being ranked top of the performance leagues, leading teams to the top of the performance leagues, and awarded Top Team Leader for two consecutive years.

Built connections with local Schools and Organisations to sell discounted wristbands and school trips.

Job positions including Customer Service Host, Sales Team Member, Team Leader and Supervisor.

Some of the qualities I gained from this are as follows:
Strong set of communication skills, Leadership skills,
Ability to work under pressure, Teamwork and A strong drive to perform tasks.

Skills

Leadership

- Promotions to higher managerial positions
- Managed teams of many sizes, from a team of 5 to a team of 30+
- Guided teams to be recognised as the highest performing teams within the company.
- Had a key role in the development of a leadership programme.
- Written and led leadership sessions for junior leadership team members.

Communication

- Excellent written and communication skills.
- Experience in Customer Service-related roles, including dealing with complaints.
- Good at building relationships and trust with customers.

Skills (Cont.)

IT

- Knowledge of and interest in different IT systems.
- Using the Microsoft Office Suite of Outlook, Excel and Word.
- Use of Microsoft's CRM
- Use of a TMS System to deal with Payroll, Budgets and more.