

Jake Hill

Contact Information:

Jake_Hill666@Hotmail.co.uk

0449573472

Currently living in Trondheim.

Personal Statement:

I live in Trondheim with my girlfriend, who will be studying here for 3 years. We are renting a place in Byåsen, and I plan to work for the length of her studies. The roles I have undertaken in my past have given me a great deal of experience in customer service. I believe this, along with a good work ethic and an ability to quickly learn any skills needed, has allowed me to excel in all work environments I have been a part of. I embrace challenges in the work place as it makes for a more exciting and fulfilling experience. Being friendly and outgoing with fellow employees and customers alike is also a very important part of my working life.

Employment History:

Sept '15 - Present

O'Learys (Bar/Restaurant – Trondheim, NO)

Bartender

Working here has given me the opportunity to progress with the Norwegian language in an environment I am comfortable in. Between mixing cocktails, changing beer kegs, running food, keeping the bar clean and serving drinks, speaking to customers has been an ideal way to learn a new language.

Oct '13 - Nov '14

Top Shop (Bar/Restaurant - Muriwai, NZ)

Bartender/Waiter

I had a lot of responsibility here as I was often the only person working in the front (there was also a chef). So I would take orders, serve meals, make drinks and wash dishes. Before and after opening hours I would also be in charge of stock take and ordering new stock as and when needed. I occasionally organised special nights at the bar, including live music and themed evenings.

April '14 - May '14

Fishbowl (Bar - Koh Tao, Thailand)

Bartender

It was required that, before starting work here, I was to be trained in making cocktails. There was a high standard at this bar, so it was a good environment to work in and improve on my bar skills. At times I, along with one other staff member, would be in control of a small area of the bar, separate from the main area, so taking responsibility for my work was important and enjoyable.

June '13 - Aug '13

RAL (Ski Fields - Mt. Ruapehu, NZ)

Ski Lift Operator

This job required a friendly face during any and all weather extremes. I was responsible for both the safety and the happiness of the visitors of the mountain. It was also important to be authoritative as I would be dealing with hundreds of customers every hour, and making sure they got enough time on the slopes was their top priority. Instructing that many strangers at any one time was tough but rewarding work.

May '13 - June '13

Keepers of Eden (Landscaping - Whakatane, NZ)

Gardener/Landscaper

This was a big change from the work I had been used to at the time. I worked on a project with one other person for 5 weeks. The task was to redesign an old roundabout, using concrete slabs and bricks. It was a very labour-intense job, and taught me a lot about time management. I also learned a great deal about precise planning, preparing myself for the task at hand.

Dec '12 – March '13:

JAMCO (Sales and Marketing – Melbourne, AUS)

Sales Rep (Dec 12 – Feb 13), Team Manager (Feb 13 – March 13)

Working as a door-to-door salesman certainly boosted my confidence in talking with strangers. Not only that, but I have gained confidence in my everyday life. This led to my eventual promotion, where I was in charge of a van of around 6 (numbers varied on a weekly basis) reps. I learned a crucial lesson in management here, communication between staff members is essential to a successful company. I was in charge of motivating, training, and improving my team on a daily basis. The challenges were welcomed and overcome.

Aug '12 – Sept '12:

ABOM (Bar/Restaurant – Mt. Buller, AUS)

Bartender/Waiter

Working here gave me a great deal of responsibility as I would often be left with the bar by myself for the entire shift, so my duties included, but were not limited to, making coffee, serving alcohol/cocktails, restocking, handling money, cleaning the area (including toilets nearby, and front of house area, where I would also serve food for the guests) and occasionally making pizzas, if the pizza chef was absent. Most of these duties I would perform unsupervised and with no instruction, so it gave me experience in independent work.

Sept '11 – Jan '12:

The Glasshouse (Bar/Restaurant – Norwich, UK)

Bartender

Being a part of the largest chain of pubs in England (JD Wetherspoon), The Glasshouse provided me with excellent training and experience behind a bar. I am confident in serving alcohol and am very comfortable in a bar environment. I would often be given the responsibility of assigning tasks at the end of a shift to other team members in order to speed up the closing down process so I also felt I gained some team leader skills while I was here.

July '11 – Jan '12:

Ali Bongo (Retail – Norwich, UK)

Team Member

My responsibilities here included cash-handling, salesmanship, stock checking and replenishment, and cleaning. Whilst I only worked on Saturdays, I have learned that it is important to take all tasks seriously. Every member of staff is vital to a smooth and successful operation.

Nov '10 – Jan '11:

Altimus (Outdoor Retail – Reading, UK)

Sales Assistant

This job provided me with a great deal of training and experience in the retail and outdoor business. As an outdoor sports store, I had to understand a wide variety of products, from skis to tents, walking boots to ice axes, this improved my ability to sell. I was also one of the few staff able to correctly fit boots. One of my other responsibilities was in returning products to the appropriate manufacturers if we had any complaints.

Education:

2007 – 2009 City College Norwich
A level – Maths – A; Film Studies – C; Further Maths - D
AS level – English Literature and Language - C

2003 – 2007 Taverham High School
GCSE – 3 A*'s, 3 A's, 1 B, 2 C's (Maths at A*, Science and English at A)

Skills:

In possession of an RSA (Responsible Service of Alcohol) Certificate for the state of Victoria, Aus.
Own an international Driver's Licence.
Norwegian – Beginner

Interests:

Indoor climbing, Mountaineering, Surfing, Snowboarding, Walking, Film, Reading, Travelling.