JAY **CANOVILLE**

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A driven individual with over a year of administrative retail experience and an education in computer science. Seeking to make use of current knowledge to establish a career in retail, providing a luxury service to customers and being involved in the processes that contribute to making a brand worthy of its reputation.

EXPERIENCE

APRIL 2021 – NOVEMBER 2021 | JUNE 2022 – SEPTEMBER 2022

DELIVERY SERVICES ADMINISTRATOR, HARRODS (AGENCY STAFF)

- Handling calls from and contacting customers and shopfloor staff on delivery issues and queries
- Filing claims on any goods damaged in transit
- Checking and updating charges on SAP for shipments
- Completing weekly and monthly figures on shipment values and shipping costs
- Booking and ensuring all special deliveries are completed, filling all outstanding proof of deliveries from suppliers
- Gathering and supplying quotations on bulk, high-value and dangerous good shipments
- Monitoring 3rd party carriers for same-day and overnight/international deliveries, maintaining records for all deliveries
- Completing necessary paperwork for high value/exotic deliveries (permits, invoices)
- Reporting on and investigating fraudulent shipments

NOVEMBER 2020 – MARCH 2022

MATHS AND PHYSICS TUTOR, MYTUTOR

- Making adverts for online lessons on the MyTutor platform
- Organising study schedules/timetables for students
- Assessing academic level of students to provide relevant lessons on topics
- Creating reports on progress and performance of students to relay to teachers/parents
- Communicating with multiple students and forming group activities to encourage participation
- Designing lessons that cater to a specific student's educational needs

EDUCATION

SEPTEMBER 2019 – DECEMBER 2020 | JANUARY 2022 – JUNE 2022

(INCOMPLETE) BSC COMPUTER SCIENCE, UNIVERSITY OF SOUTHAMPTON

- Fully completed 1st year, with a focus on Java, Bash and Algorithmics
- Partially completed 2nd year, focusing on Haskell, Cyber Security and Group Projects
- Completed a group project in Software Engineering (online advertisement analytics based on available web real-estate)

SEPTEMBER 2018 – JULY 2019

A-LEVELS: MATHS, FURTHER MATHS & PHYSICS, ASHBOURNE COLLEGE

- A*, A, A respectively

SKILLS

- Microsoft Office Suite
- Customer Service
- Staff training

- Complaint handling
- Analysis, testing and troubleshooting of software
- SAP

REFERAL

Available on request