

# Jay Massey

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I am a Computer Science graduate with over 4 years of customer service experience, from managing a fashion retail sales team, re-merchandising chain stores across multiple regions, and promoting products at marketing exhibitions. My current goal is to pursue a career that will allow me to further improve and diversify my skill set.

## WORK EXPERIENCE

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### University of Brighton

11/2019 – 08/2020

*Ambassador*

*Brighton, East Sussex*

- Chosen to lead university recruitment events based on my previous experience of management.
- Marketed my course through self-led events and exhibitions in order to promote my university.
- Facilitated large tours for prospective students, preparing for potential enquires that may arise.

### Peacocks

11/2016 – 04/2019

*Duty Manager*

*Hove, East Sussex*

- Promoted from key holder after demonstrating excellent store knowledge and leadership skills.
- Led a fast-fashion retail chain store for 2+ days a week, during my superiors' days off for a year.
- Supervised sales teams of 4 - 8 people to deliver a consistent high standard of customer service.
- Supported my manager's direction to guide the team into reaching their target figures and KPIs.
- Experienced in handling payroll, cashing up and banking to ensure the store operated efficiently.
- Merchandised multiple stores to aid them in reaching the same high sales I achieved in my store.

## EDUCATION

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### University of Brighton

09/2017 - 09/2020

*BSc (Hons) Computer Science*

*Brighton, East Sussex*

Graduated with a 2.1 honours degree. Outlined below are a few of the various topics covered.

- **Agile Management** – Managed projects effectively through a variety of agile model practices.
- **Data Structures** – Utilised linked lists and backtracking to develop efficient process schedulers.
- **Embedded Systems** – Designed a variety of logic-based systems to simulate a range of tasks.
- **Product Analysis** – Developed various system models to meet client's goals and requirements.
- **Web Development** – Constructed websites with HTML and CSS, experienced in using Node.js.

A wide variety of professional projects are available at <https://jaymassey98.github.io/portfolio>.

### Previous Education

09/2011 - 09/2017

- Electronics AS (B), Mathematics AS (B), Physics AS (C) – 13 GCSEs, 6 A's, 5 B's, 2 C's, English (2x A).

## PERSONAL

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**Additional Skills** – Socialising; video editing; driving; first aid trained; Microsoft Office, especially Excel.

**General Interests** – Bouldering; strength training; philosophy; designing; gaming; ice skating; sightseeing.