JOHN ARSCOTT

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EXPERIENCE

/* Career change to software developer more info in Education Section */

GREAT WESTERN RAILWAY
Newton Abbot, Devon

Train Conductor 08/20 to Present
As a train conductor I am responsible for the safety and time keeping of my train on the railway network, Working with my Driver, Control, Signalers and Fleet Maintenance to keep the safety and efficiency of my train and the running line. finding and fixing faults on my train and reporting un-fixable faults. I also have to make sure my train is clean and safe for my passengers to use. I perform revenue duties on the train and assist passengers with extra needs safely such as a wheelchair user requiring a ramp. I am required to perform emergency line protection if required on electrified AC DC and non electrified rails. I am able to work 7 different types of traction along various routes with different challenges like short platforms and token block working. I understand basic signaling systems and can operate barriers on level crossings. I can use the phonetic alphabet to communicate clearly.

GREAT WESTERN RAILWAY
Newton Abbot, Devon

Ticket Examiner 10/16 to 09/20
Working with the Revenue team to provide exemplary customer service and carry out revenue duties.

GREAT WESTERN RAILWAY
Exeter, Devon

Ticket Examiner Part time 03/16 to 10/16.
Working with the Revenue team to provide exemplary customer service and carry out revenue duties.

HOMEBASE
Exeter, Devon

Help Desk Supervisor 09/15 TO 03/16.
Helpdesk Supervisor I am responsible for resolving customer complaints and providing excellent customer service to our customers. This role includes:

Managing customer orders

Providing information on our products and services

Managing the tills and cashing them up

Leading a team of 3 till operators

Dealing with complaints and refunds while also trying to reach sales targets. I support colleagues within the team to ensure they are performing at their best to delight our customers. I lead by example through my behaviours and my appearance. I manage the range of duties by being focused and proactive, delegate to others to ensure everything gets completed on time and to a high standard.

TORBAY MOTORCYCLES LTD

Salesman, Customer Service 01/15 to 09/15.

This role provided the opportunity to develop sales skills in a competitive industry.

Organisational skills were paramount to my success in this role. I booked customers into the workshop diary utilising resources available to maximise profits and meet customer expectations.

I sold motorbikes and accessories working toward sales targets. I educated customers by explaining our service offering and recommending what's best for the customer.

I have acquired telephone skills, problem solving skills and organisation skills as well as dealing with customers on a face to face basis. Presentation was key, I had to ensure the shop was clean and tidy.

I managed our stock effectively to make sure we had the correct products available to meet demand. I was successful as I understood our customer base and anticipated their needs. I was responsible for customer retention, this included after sales and support. Gaining customer loyalty was key to the success of the business.

HAULFRYN
Exeter, Devon

Barman, waiter, shop assistant, chef 05/14 to 01/15.

I initially worked as a part time waiter. The front of house role enabled me to provide an excellent service to delight guests. I then took a full time position which gave me an opportunity to develop within other areas of the holiday park. These included: Waiter, Barman , Shop Supervisor, Pizza chef , Desert chef

Dealing with a large range of diverse customers, having multiple job roles, in a fast paced environment gave me the experience and keen eye for detail under pressure as well as dealing with new customers every day from all over the world. This role required prioritisation and flexibility. I thrived on the fast paced environment where I had to make decisions on a regular basis to meet the needs of customers and in line with the company regulations.

GILLETS SPAR
Newton Abbot, Devon

Shop assistant 09/13 to 07/14.

My role at Gillets was much the same as my role at Martin Mcolls.

During my time here I further developed my customer service skills to provide the best experience for customers.

This role had additional responsibility to manage the baking of fresh goods. I completed shift work - early, late and at weekends. Following the company standards, I worked and ensured the safety of our customers. I managed stock on the shop floor to ensure goods were available to customers and well presented. Being a local shop at times I had to manage conflict situations where underage customers attempted to purchase age restricted goods.

MARTIN MCOLLS
Newton Abbot, Devon

Shop assistant 11/12 to 09/13.

My role was primarily customer service based. Providing excellent customer service by assisting customers and meeting their individual needs. Through excellent listening skills I could understand customer's requirements and provide solutions when necessary. I adhered to cash regulations when retailing goods through the till. I was responsible for cashing up at the end of my shift. My experience in this role is relevant to the job I am applying for as it was customer service based.

I worked well as part of a team and on my own where necessary to complete my duties.

Education

Code institute (West of Scotland University) 01/02/22 – present

Diploma - Full Stack Web Developer: Current

*Along side studying with code institute I am also self learning code through Sololearns mobile platform while I am on the go.

Sololearn certificates:

HTML:
https://www.sololearn.com/Certificate/1014-24582845/pdf/

CSS:
https://www.sololearn.com/Certificate/1023-24582845/pdf/

JavaScript:
https://www.sololearn.com/certificates/course/en/24582845/1024/landscape/png

Languages learned so far:

-HTML5

-CSS3

-JavaScript + ES6

-Python 3

-API's (Partial knowlege so far)

-Agile methoodology

-Design thinking

Learning:

-Django

-Flask

-Bootstrap

-jQuery

-MySQL

Choice of Specialisation: E-Commerce Applications, Advanced Front End or Predictive Analytics

Software learned so far:

-Git

-GitHub

-Microsoft Visual Studio Code

-Balsamiq Wireframes

-Heroku

Portfolio links:

My Resume Website: https://jca-dev.github.io/Resume/

Repository Page: https://github.com/Jca-Dev

HTML/CSS Website: https://jca-dev.github.io/First-Project/

JavaScript Quiz: https://jca-dev.github.io/Second_Project_JavaScript/

Python Terminal: https://car-manufacturer-survey.herokuapp.com/

Coombeshead College 09/07 to 09/11.

Qualification:Gcse
English Grade C
Maths   Grade E
Physical Education Double Award D
Food Technology Grade C
Geography Grade E
Qualification: Btec
Science Grade C

Coombeshead
College Sixth Form 09/11 to 07/14.

Qualification: Btec
ICT level 2 diploma Grade C
Public services level 2 Grade A*
Public services level 3 Grade C
Food hygiene level 2 Grade Pass

Qualification: NVQ
Retail level 2 Grade Pass (includes maths grade C)
Work hazard awareness Grade Pass
Junior sports leadership award Grade Pass

Thank you for taking the time to read my CV and considering me for the position.