

Jordan Mal

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Personal Statement

A young, confident and motivated individual who is looking for a consistent challenge with previous IT and customer service experience. I enjoy helping customers and solving any problems at hand by finding quick and reliable solutions, A great communicator when face to face with customers and strive to work well in any type of environment whilst keeping myself and my workflow well organized. Whatever the task I like to make sure I put all my effort to ensure the task is completed in a set and timely manner.

Key Skills

- Quick typing with years of Windows troubleshooting experience.
- Proficiency in all areas of Microsoft Office, including Access, Excel, Word, PowerPoint.
- Excellence communication skills, both written and verbal.
- Willing to learn and take up any opportunities that can be of help in the future.
- Always take responsibility for my own actions whether good or bad.
- Eager to get myself trained in anything that is provided for me, for example, the tills, health and safety and any section of the company.

Employment History

JD Sports Fashion PLC | Unit 5 Gallagher Retail Park, WS10 9QY

Sales Assistant 14-03-2019 – Ongoing

Job responsibilities

Ensuring all customers receive the best possible service every time they visit the store. Assisted in maximizing the store's profits by promoting products by partners of JD Store's such as brands like Crep Protect. Maintained a section of the store throughout the day and stayed consisted of the standards displayed. Kept stock on shop floor frequently checked and up to date. Persisted to be till trained in the first 3 months of my job, and trained in all sections including stock control, footwear, textiles, and tills. At my current position I have gained a very trusted and reliable relationship with my managers in which they allow me to take on certain responsibility throughout the store.

Erasmus+ (Work Experience Abroad) | Braga, Portugal

IT Technician | 10-02-2019 – 27-02-2019

Job responsibilities

Organized receipts from the oldest to the newest by date and packed the receipts into months for future reference. Assembled and disassembled various devices such as Apple, Samsung and Huawei devices. Unpacked delivery and checked the stock for the correct number of products and any changes that were not told beforehand. Labelled products with price labels ready to be stocked on the shelves. Organized



and stocked the shelves based on the phone, for example, the latest phone would be at the top and at least late at the bottom.

Love Peri Peri | Bilston, WV14 0HH

Team Member | 04-01-2019 – 02-03-2019

Job responsibilities

Cooked food with other team members, making sure the food reaches the best quality before being served to the customer. Served customers with a smile and professional manner, making sure no errors are performed whilst taking their order. Regularly cleaned the store to ensure hygiene was up to standard for future customers and general presentation. Helped provide a safer workplace by compiling to the health and safety regulations. Took phone calls from customers to proceed with their order whether it's delivery or collection.

Education

University of Northampton | Waterside Campus, Northampton

Sept 2020 – June 2023 (Expected Date)

BSc Computing (2020 – Ongoing...)

Stage 1 (First Year) – (2020 - 2021)

- Computer Systems (20 Credits)
- Computer Communication (20 Credits)
- Web Development (20 Credits)
- Software Engineering (20 Credits)
- Problem Solving and Programming (20 Credits)
- Databases 1 (20 Credits)

Stage 2 (Second Year) – (2021 – 2022)

Stage 3 (Third Year) – (2022 – 2023)

City of Wolverhampton College | Wellington Road, Bilston

Sept 2016 - June 2019

BTEC

- IT Extended Diploma Level 3 – Distinction Merit Merit (2018 - 2019)
- IT 90 Credit Diploma Level 3 – Merit Merit (2017 – 2018)
- IT Information & Creative Technology Level 2 – Pass at Level 1 (2016 - 2017)

GCSE

- English – Grade 4/C (2017 - 2018)



Moseley Park Secondary School | Holland Road, Bilston

Sept 2011 – June 2016

GCSE

- English Language – D
- Speaking and Listening – 3
- English Literature – D
- Mathematics B – C
- Science – D
- Art & Design – C
- D&T: Resistant Materials Technology – D
- History - F

BTEC

- Business – Pass at Level 2

ECDL

- BCS Level 2 ECDL Certificate in IT Application Skills (QCF) – Distinction*

Previous qualifications are available upon request

Hobbies and Interests

I enjoy spending quality time or playing video games with friends. I tried to make sure I do this as much as possible as I love to be active. Sometimes I will try and learn how to code/program websites, games or apps as a part of my units at the college I am studying at. I used to previously go to the gym which was another thing I love doing. I find DIY another thing I like as I am able to decide and give myself a set timescale in which I need to complete that plan. I love watching UFC as it shows how fighting requires the whole body and how much skill is required to take on a fight.

References

References are available upon request