

JOSHUA GEORGE THOMPSON

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PROFILE

A personable graduate residing in the Darlington area and is seeking full time employment. An ambitious target driven individual who is able to organise workload to meet deadlines whilst maintaining high levels of accuracy. Capable of using own initiative to solve problems rapidly when unexpected situations arise. Proficient in using all Microsoft Office programs with the ability to grasp new technologies and processes quickly.

EDUCATION

Hummersknott School and Language College (2005 – 2010)

7 GCSE's at Grade C - Mathematics, English Language, English Literature, German, ICT, Science & Additional Applied Science.

Queen Elizabeth Sixth Form College (2010 – 2011)

AS Level in Film Studies

AS Level in Media Production & Communication.

Newcastle College (2011 – 2015)

B-Tech Diploma in Music Technology – Distinction* Distinction* Distinction

FDA Degree in Music Production - 2:1

PREVIOUS WORK ROLES

05-2018 - 09-2019 - First source Solutions - Barclays Contract - Case Handler

05-2017 - 12-2017 - Marble - Construction

04-2016 - 04-2017 - Jewsons Builder's Merchants - Sales Assistant

09-2015 - 03-2016 - London Taxi Driver Association - Public Relations

04-2015 - 08-2015 - The City Tavern, Newcastle - Food and Beverage Assistant

04-2014 - 04-2015 - Bannatyne's Hotel, Darlington - Food and Beverage Assistant

12-2013 - 03-2015 – Headlam Hall Hotel, Headlam – Food and Beverage Assistant

05-2012 - 11-2013 – The George Hotel, Piercebridge – Food and Beverage Assistant

Experience

First Source Solutions (2018 - 2019)

In my most recent position, I was dealing with PPI complaints for Barclays. In this role, it was my duty to investigate the circumstances surrounding the point of sale to determine whether or not the customer was mis-sold the PPI. I was required to work at a very fast pace whilst maintaining a high standard of attention to detail. I had to manage multiple workloads simultaneously to meet tight deadlines in order to ensure the business ran efficiently. It was essential that each case was investigated professionally, whilst abiding by the regulations set out to us by the Financial Conduct Authority. I was also required to train new starters on the processes and systems that we used. At the end of my time in this role, I received an excellence award from Barclays for outstanding quality scores.

Hospitality (2012 - 2015)

Over a three year period I worked in a number of hospitality roles, which enabled me to learn and develop a range of key skills. Working in these environments taught me the importance of working collaboratively with others. Customer service is of the utmost importance in this industry and I gained experience in customer relations, handling complaints and overseeing events.

ADDITIONAL SKILLS

- Able to work autonomously and as a member of a team
- Confident in writing in a number of different styles such as: essays, reports and letters
- Excellent ICT skills - confident in working with a range of technology
- Able to deliver an excellent standard of customer service
- Experience in training and explaining concepts and technologies to others
- Sound knowledge of Adobe Light Room
- Excellent attention to detail
- Strong organisational skills
- Decision making
- Able to analyse data
- Experience in training others
- Data input
- Working to SLA's and KPI's
- Working to FCA regulations

REFEREES

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