

# K i e r a n R o b s o n

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## PERSONAL STATEMENT & SKILLS

A committed and driven second year computer science student with strong communication and interpersonal skills developed in part time work and other volunteering opportunities. Keen to apply a fast paced style of work with great organization and planning skills to complete any tasks to the highest standard.

Project Management  
Problem solving  
Collaboration

Leadership  
Time management  
Task Delegation

Microsoft Suite  
Customer Service  
Adaptability

C#  
Content Creation  
Another Skills

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## WORK EXPERIENCE

### Hull University Student's Union

Customer Service Assistant (Spar)

September 2020 – Present

- Carry out planograms, gap walks, price changes
- Carry out opens and closes following all procedures and tasks
- Carry out regular stock rotation to ensure that older stock is purchased first
- Followed all laws regarding selling cigarettes and alcohol

Social and Events Secretary for Hull Computer Science Society

September 2020 – Present

- Grew Discord server from 98 members to 160+, Facebook page from 150 to 200 likes within 2 weeks
- Liaise with other societies to plan a new annual hackathon event, including brochures and schedules
- Planned engaging online guest talks and socials inline with the COVID-19 rules
- Create Content for all hullCSS channels
- Carried out risk assessment and planning for all socials and events

Course Representative for Computer Science

September 2020 – Present

- Act as a point of contact for students regarding academic issues
- Attend student-staff forums with senior management of the department to discuss quality and issues.
- Gather feedback in a GDPR appropriate way using anonymous surveys and discussion boards.

### University of Hull

Student Ambassador

September 2020 – Present

- Act as a point of contact during open days and other events for prospective students
- Took an active part in both in-person and virtual events

University Library Volunteer

October 2019 – Present

- Acted as a point of contact for customers entering the library
- Facilitated workshops and help insight discussion about the workshop topic
- Suggested changes for library social media accounts

### Wickes

COVID-19 Customer Service Assistant (Deliveries and C&C)

June 2020 – July 2020

- Joined hub store at the height of the pandemic to support with demand of COVID-19
- Daily picked ~60 deliveries and click and collect orders
- Followed all COVID-19 Guidelines

Lead Fire Marshal

April 2018 – August 2019

- Taught other fire marshals the correct procedures as a fire marshal
- Conducted a bi-annual fire drill consisting of ~40 customers and colleagues
- Conducted weekly and bi-weekly checks of fire doors, exits and alarm points to check for function and no obstructions

## Facebook Page Manager

March 2018 – August 2019

- Created and managed a Facebook page for the local Wickes branch
- Gained 60+ organic followers and a reach of 1100+ organic viewers on average
- Reply to any queries using Facebook messenger
- Comply with all GDPR regulations

## Customer Service Assistant

December 2017 – August 2019

- Carry out checkout transactions efficiently and politely
- Carry out planograms, stock intake, gap walks and price change labels
- Book in and check deliveries brought to the store
- Carry out opens and closes following all procedures and tasks.
- Motivated and managed a small team of floor staff when senior staff were not available

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## VOLUNTEERING EXPERIENCE

### Meningitis Research Foundation

#### Student Fundraiser

October 2019 – June 2020

- Raised £750+ for the charity
- Organise events such as bucket collections, bag packs and stalls
- Liaise with business to gather potential sponsorship and money tin placement spots
- Use social media to continue fundraising during the COVID-19 pandemic.

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## EDUCATION

### Meng Computer Science

2019 – 2023

#### University of Hull

- Team Manager in: Computer Systems; Sustainable Computing; Software Engineering and HCI; E-Commerce and E-Business.

### Level 3 Software Engineering – D\*D\*D

2017 – 2019

#### Newcastle College

- Class Representative
- Team Manager in: Using Social Media in Business; IT Project Management; Internet of Things; Enterprise in IT.

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## ACHIEVEMENT & AWARDS

### Winning Behavior Award

February 2018

Wickes | For striving above the norm of customer service in December 2017 when I tried to dig a customer out of snow.

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## ACTIVITIES AND INTERESTS

Currently I am learning Dutch and British Sign Language (BSL). These will help me interact and develop with customers and clients so that I am prepared for any future situations.

A previous active attendee to the local army cadets (2012 – 2017) where I achieved the rank of bombardier (corporal), contributing to camps and organising activities for other members of the cadets (~20-25) while also making a fun but challenging environment with the use of team building exercises.

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## REFERENCES

References are available on request