

# Killol Sevak

125 Kings Road Birmingham B44 0SE.  
Mobile: 07904945287 Email: Killolsluck@gmail.com

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## Personal Profile

A professional and flexible individual with the ability to pick up new skills quickly. As well as working well in a team I work well on my own initiative being proactive whilst being resilient. I have very strong organisational and interpersonal skills and manage internal and external relationships effectively.

My key strengths lie in my customer negotiation skills and ability to make good business decisions, transferable and key to any business. Both smart in appearance and manner, I strive for the best and have always exceeded my employers' expectations.

In my spare time I am currently undertaking courses on Udemy, with a masterclass in front end web development by app brewery, and several other programming courses. I am also enrolled on a code institute course and am completing this in my spare time

I am looking for a starting position within a company to develop my passion for coding, and make this my full time career

**IT Skills:** Basic Understanding of HTML, CSS, JavaScript. Python.

## Work History

### Self-employed: Sevak construction LTD

#### March 2022-Present

- I have worked with landlords and property developers in generating business for electrical/handyman works in tenancy houses
- Viewing properties and creating quotations based on work that needs completing
- Finance management, including labour costs and materials and inputting these into official quotations. Creating win/loss reports as well as profit and loss statements. Also invoice creations
- General administration and customer service. Replying to emails and phone call queries
- Business development to grow customer base
- Meeting clients to discuss requirements

### South and City College

#### August 2020-March 2022

#### **Job Title: Building support Staff (BSS)**

- Replace light bulbs and tubes around the site on a daily basis
- Ensure that rooms are prepared for teaching and learning activities and other functions when required. This may include rooms for hire or for use by other external bodies
- Generally, ensure the site is kept clean and presentable at all times
- Set out tables, chairs and other furniture as required for classes, exams, meetings and conferences, using the relevant equipment and training ready for classes at the start of the day
- Report any obvious deficiencies in the heating or hot water systems as a matter of urgency

- Maintain all outside steps, car parks, drains, hoppers and gullies in a clean condition, including during winter conditions
- Carry out general portage duties including the lifting and moving of furniture, equipment and goods, delivering to required locations within the college premises ensuring the appropriate paperwork is completed where necessary
- Carry out simple maintenance operations as required
- Help with stock taking of materials on a regular basis
- Complete Room utilisation surveys when required
- Complete Asset Counts when required
- Undertake room and circulation area checks. Report any defects via Spiceworks System where remedial repairs cannot be undertaken

### **Poundstretcher**

**Jan 2018- August 2020**

#### **Job title: Assistant Manager**

- Key holder: Responsible for opening and closing the store
- Cash handling, banking responsibilities
- Rota creation for all staff
- Managing stock levels, ordering from head office if more stock is needed
- Stock rotation and replenishment
- Managing staff, placing them where they are needed, problem solving on the floor, making quick decisions to not impact customer satisfaction
- Interrogating the stock availability system, ordering more stock, holding stock if required
- Managing customer queries complaints and escalations
- Creating reports and submitting to head office
- Involved in interviewing and hiring new members of staff
- Setting and managing KPI's both for staff and myself
- Dealing with any HR issues with staff

### **Killol's Fish LTD**

**February 2017-Jan 2018**

#### **Job title: Self employed started own business**

- Created own business from beginning
- Set up all the relevant insurance, eg public liability insurance
- Dealt with the relevant authorities, eg food standard agency getting the correct certification in order to make and sell food.
- Dealt with finances and accounts of the business. Profit and Loss sheets, payment of staff, national insurance, taxes etc
- Ordering stock within budgets to match customer footfall Eg more perishable stock at the weekends
- Dealt with customer enquiries complaints and escalations
- Banking responsibilities
- Marketing of the business, creating flyers, branding and website
- Stock inventory

### **Subway:**

## **March 2015-Jan 2018**

### **Job Title: Area Manager:**

- Managing Five Subway stores, Responsibilities includes:
- Rota creation for 5 different stores
- Leading stock counts to ensure ordering is correct
- Training staff both new and existing to make sure standards are adhered to.
- Interviewing staff
- Banking responsibilities (cashing up, safe management)
- Online stock ordering
- Creation and sending reports to head office
- Marketing (making sure promotional posters are up to date)
- Customer service – greeting customers, offering my assistance, picking out products and advising on different products, dealing with complaints.
- Operating electronic tills and making sure that the correct information is inputted
- Interrogating the stock availability system ordering more stock if required
- Replenishing display/Stock
- Keeping professional and pleasant in all situations
- Managing several teams across 5 different stores

## **99P Stores**

### **November 2014-March 2015**

#### **Job Title: Trainee manager**

- Customer service – approaching customers, offering my assistance, dealing with complaints
- Training new members of staff
- Operating electronic tills
- Delegating jobs and time management, placing staff in the right places to ensure customer satisfaction
- Cash Handling and banking responsibilities
- Stock replenishment, to ensure displays and shelves are fully stocked up.
- Keeping professional and pleasant in all situations
- Team work
- Working to KPI's

## **Subway**

### **April 2010- November 2014**

#### **Job title: Manager**

- Customer service – greeting customers, offering my assistance, picking out products and advising on different products, dealing with complaints.
- Operating electronic tills
- Interrogating the stock availability system
- Replenishing display
- Keeping professional and pleasant in all situations
- Stock counts
- Mentoring and training new staff

- Cash handling, banking, cash lists
- Record keeping and submitting to parent organisation
- Stock inventory
- Ordering stock
- Managing a team

## **Qualifications**

### **NVQ Level 1 Electrician**

**2021**

### **Certificates**

- BS 7671 18<sup>th</sup> edition wiring regulations
- BS 2393-10 Building regulations for electrical installation

### **Post Graduate**

**2009-2010**

St Martins Business School, London  
Post Graduate Diploma Business management.

### **Degree**

**2006- 2009**

Gujarat University, Gujarat, India.

- English with psychology and sociology BA (hons) .

### **Higher education**

**2003 - 2005**

St Xavier's High school, Gujarat Secondary and higher secondary education Board Gandinagar, Gujarat.

- Gujarati, English Sanskrit, Logic, Sociology, Psychology.

### **Secondary Education**

**2001 - 2003**

St Xavier's High school, Gujarat Secondary and higher secondary education Board Gandinagar, Gujarat.

- Gujarati, English, Social Studies, Science, Mathematics, Sanskrit, Computer.

### **Other Skills**

- Fluent in English, Gujarati and Hindi.
- Am computer literate and have good knowledge of Microsoft Word and Excel programmes.
- Full driving license