

# ROBERT HARBORD

Mobile: 07788200219

Email: [robertharbord@hotmail.com](mailto:robertharbord@hotmail.com)

## SUMMARY

I am a highly motivated and reliable individual with excellent communication skills seeking a permanent job in a customer service-based role. I have experience in customer service across a range of roles and I have helped those with special needs in these roles. I have a diploma in computer science from the University of East Anglia. I am also an active sports person and coach and hold a level 2 England hockey coaching qualification. I have undertaken training in division and inclusion of others, health and safety, incident reporting, risk assessments and data protection including GDPR law.

## EXPERIENCE

### SUMMER OF 2021

#### BAR STAFF / KITCHEN EXTRA HAND - GIBRALTAR GARDENS

Customer service was the top priority in this role, my responsibilities involved serving patrons of the pub, taking food and drinks to tables, using the PoS system to take orders. Liaised with the kitchen and patrons to make sure an order wasn't made that couldn't be filled as food would often be taken off the menu. Ensured the pub was in a clean and tidy fashion throughout my shift and helped in the kitchen on occasion when demand was high or someone couldn't make it in due to covid-19 restrictions.

### SUMMERS 2021 AND 2020

#### HOCKEY COACH – NORFOLK COUNTY HOCKEY PROGRAMME

Working with England hockey representatives at a junior county level to push the next generation of players as far as they can go. Created action plans for each player and helped them work towards their individual goals. Helped create an atmosphere that stimulated empathy and respect from each player to one another to work best as a team during the toughest moments.

### JANUARY 2017 – JULY 2021 (SEASONAL: SEPT-MAY)

#### MENS AND LADIES HOCKEY COACH UNIVERSITY OF EAST ANGLIA SPORTSPARK

The role developed my coaching and motivational skills immensely, my main responsibilities were training the Men's 3XI and Ladies 1XI containing squads of 24 each whilst participating in my studies and playing in the Mens 1XI. Training was twice weekly and matches on Saturdays. This required thorough organization of my own time and planning of how best to use the time of others during training. Ability to communicate articulately and effectively with players and associates alike, especially good at motivating others to achieve their goals. Highly capable at handling multiple tasks simultaneously. Involved in rigorous planning of sessions weeks beforehand and overall aims for the season to create an environment where consistent hard work is rewarded.

### SUMMER OF 2017

#### WETHERSPOONS ASSOCIATE OXTED INN

Customer service was the top priority in this role, my responsibilities included serving patrons of the pub using the PoS system, stock checking, refilling the bar, and cleaning the pub before opening and after closing leaving it ready for use. Ensured all complaints were handled with customer care the top priority.

#### **SUMMER OF 2015 & 2016**

##### **ASSISTANT TEACHER / ADMINISTRATIVE ASSISTANT CHELSEA COLLEGE**

Participated in, and taught international students taking the summer computer science robotics course. Wrote reports on student progress throughout the course. Responsible and reliable guidance was provided to the international students. Completed logistics tasks to do with moving 200+ students throughout crowded London safely and quickly. Took international students on trips in central London.

## **EDUCATION**

#### **SEPT 2017 – JUNE 2021**

##### **UNIVERSITY OF EAST ANGLIA – COMPUTER SCIENCE**

Higher education diploma 2 years and deferred final year at Christmas due to covid-19 and barriers to in person teaching and supervision. Looking to complete my degree in 2022.

Average marks:

1<sup>st</sup> year: 65%

2<sup>nd</sup> year: 68%

3<sup>rd</sup> year 61% before deferral (2 modules completed before Christmas).

#### **2009 -2016**

##### **SECONDARY SCHOOL – WHITGIFT, CHELSEA COLLEGE**

GCSE's: 3 A\*'s, 6 A's, 2B's.

A levels: 3B's – Psychology, Computer science and Philosophy.

## **SKILLS**

- Great talking to people, well-mannered and patient.
- Friendly and confident working with the public.
- Calm and focused under pressure.
- Conversational Spanish – level B1
- Easy to work with and capable of working alone.
- Good with parents and children alike

## **ACTIVITIES**

2020

Avid hockey player, coach and referee.

Captain of indoor squad and 1XI at university.

Summer 2014

Volunteered at Wimbledon park water sports center teaching children how to kayak, sail, canoe and windsurf. Maintained the pontoons every morning and kept the less abled children safe on the water and wrote up reports in case of incident.

2013

Duke of Edinburgh Silver award.

**REFERENCES AVAILABLE ON REQUEST.**