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**Personal Profile**  
 An experienced and service-minded leader, with experience in HR practises and team development within hospitality, retail and call centre environments.

I have an outstanding and intuitive ability to build relationships with customers, suppliers and staff.

I am organised and forward-thinking when managing large groups of people. To work effectively as one team in order to establish and achieve KPI’s through in-depth analysis and insight.

I am confident in influencing and delivering dynamic and personal solutions to develop others, and strategise new training approaches to enhance working performance.

**Proficient in:**

* Understanding/generating and implementing policies and procedures
* Coaching and development
* Health and Safety implementation and training
* Proficient in administration and HR practices.
* Leadership and management
* Handling and processing confidential information. (GDPR and security).
* Customer insight and complex analysis and presentations
* Strategic planning and training improvement.
* Improving efficiency and quality development.

**Specialist Knowledge (Accredited with SQA Level 7/8)**

* Management of people and finances
* Leadership and management implementation
* Proficiency in IT solutions and Microsoft packages
* Employment Law
* Administrative HR
* Contract law and risk assessment
* Handling of confidential information (GDPR)
* Escalation management (front and back office)

**Work History**

***Customer service agent/ Team Leader***

***H&M, July 2019 - Present***

I began my employment with the intention to progress and integrate myself into a culture outside of my comfort zone. Having worked in hospitality for such a long time I knew I needed to see a different side to the customer experience. As I am efficient and proactive in improving service and SLA stats, this was the perfect opportunity for me to test my ability after graduating from my HNC in human resource management.

I have developed and maintained an enhanced experience for the customer whilst working closely with the communications team and taking feedback from customers. Using this insight to produce analysis that impacts our services and agent development , through presentation and surveys.

I have created and implemented training tools and bite-size guides to help efficiency and create a proactive and knowledgeable workforce.

By seeking feedback from my managers and staff I have decreased in-efficiency by 9% in 6 months by sharing my tops and tips with my team. Putting in place action plans and follow up time for their individual coaching.

I'm proficient in delivering team management meetings and staff huddles to share updates on the business. Introducing new functions that will improve efficiency and culture. As well delivering the training to build on working relationships and encourage participation.

I have delivered and trained others to feedback to peers as well as management, to remove the boundaries that divide each function to ensure efficiency and development.

***Staff trainer  
Nando’s, Straiton Edinburgh, November2018 – July 2019***

I have returned to Nando’s with the intent to maintain and improve my current working standards and ethics. Having stepped down from a management role to return to education this has not stopped me in working on my own personal development plan, in which I've been able to continually assist in training and developing others. Making use of my own initiative when achieving set targets of the restaurant. Coming up with new ideas in reducing training times and methods within the induction period that are not only cost effective, but trainer efficient.  
My other duties include cash handling, customer liaison and maintaining standards; however, I have been able to work more closely with management in developing my own training methods and researching their approaches to L&D so that I can adapt my own in the future as an aspiring professional.

***Bar/ Duty Manager***

***The Charwood, Edinburgh March 2017 – August 2018***

Within this role I was very 'hands on' and adaptable to our expanding customer base. I generated my own working diary and online schedule for training, events meetings and email templates for more sensitive events, such as funerals. A majority of my role when I progressed from assistant management to duty manager was training and administration based and my duties included processing invoices. Team allocation and day planning.

Delegating tasks that benefited and ensured a smooth shift, great service and high productivity.

Supervising and coaching employees how to perform their role to the best of their ability, using a buddy like system and spread sheets related to that person’s station helped create consistency and support across all departments.

Allocated roles, staffing, generating rotas.

Performing stock takes/rotation/stock ordering and liaising.

Creating motivational incentives for the team to ensure they're remaining engaged and productive.

Engaging positively with the staff to ensure their needs are being met. They're happy with their hours, shift allocations, and training needs are being listened to.

Opening and closing of the premises. Finalising till checks, closing of premises, banking, end of night cash up. Allocating morning floats for tills. Conducted and took notes for interviews.

Generating new starter packs and induction days for new employees.

Generating job position advertisements and responding to emails and phone calls.

Updated and responded to social media outlets to promote the business and gain custom.

Assistant Manager  
The Shilling Group November 2015 – September 2016

F&B service assistant

Nando’s, Manchester and Edinburgh

March 2014 – November 2015

Assistant Manager

The Beech Tree, High Wycombe

August 2013 – November 2013

management

Assistant Supervisor

May 2013 – August 2013

Poolewe Hotel, Highlands1

**Education**

Edinburgh college - HNC human resource

Edinburgh college – Access to HN Human Resource Management (With NPA in HR and Law)

Bury College - A-Levels – A\* to C grade in English Language, Literature, science, maths and History

Holy Cross High school - GCSE’s – A\* to C Grade in Business Studies, Media/Marketing Studies, Science, maths

Awarded with a certificate and plaque in Excellence for my skills and knowledge in business and finance – Edinburgh college 2018

*References Available upon request*