**Ryan Willis**

**Contact Information**

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**Personal Statement**

I am currently studying for a degree in Business Information Systems and once graduated I would like to work in IT support.

I am hardworking, honest, and passionate with extensive IT skills including Microsoft Office. Previously I volunteered for 3 years in a Barnardo’s store which allowed me to refine excellent customer service and communication skills. I am currently working part time in retail where I am continually refining these skills.

I am an optimistic person and enjoy working within teams, whilst I am also able to effectively work alone when required. I am currently looking for an IT customer service role within an organisation which will help me develop skills. I would like to find a role in London where there are more opportunities and travelling from Kent is not a problem.

**Key skills**

* Friendly and approachable
* Confident
* Excellent customer service skills
* Positive work ethic
* A good team player
* Organised

**Previous Employment**

**B & M Stores** - March 2019 – Present

In my role, my main responsibilities are working on the tills as a cashier, however my duties also include being in the warehouse, on the shop floor and training new staff. This involves rotating and restocking shelves as well as moving goods in the warehouse in preparation for in-store shelf stocking. Every 6 months I participate in the store wide stock take exercise ensuring that goods reconcile with our stock records. As I am reliable, I am regularly asked to undertake additional hours to cover staff absences.

**Motion Picture Solutions -** July 2019 – August 2019

I had a short-term contract as an IT trainee for Motion Picture Solutions. Within this 5-week contract, I harnessed and developed my IT specialist skills to provide first line support for various teams within the company. My duties involved re-imaging pcs, printer management, building pcs and user administration. Spending time upgrading the office to Windows 10 allowed me to become proficient at supporting IT systems within a workplace.

**Double Edge -** May 2019 – June 2019

I was contracted for 4 weeks as an IT help desk on the service desk team at Double Edge, a specialist IT and communications service provider in London. I undertook various tasks, including cross referencing order forms, preparing invoices and reporting for their many mobile phones contract clients. Furthermore, I was responsible for the provision of mobile sim cards as well as gaining experience in admin support within the office.

**Work experience**

**Barnardo’s -** June 2015 – April 2019

* Serving customers and operating the till
* Rotating and organising stock as well as steaming clothes and sorting donations
* Keeping the shop floor tidy and ragging unsaleable clothes
* Going to the bank to hand in the previous day’s takings

**Geek festival**

In 2018, I volunteered as a team helper for the three-day Geek festival held at Dreamland in Margate. My duties included meeting and greeting attendees, controlling events, providing help, and running games. This was a great experience where I was able to use my skills and initiative to ensure the festival ran smoothly.

**Education and Qualifications**

**Middleton Murray Traineeship Program -** November 2018 – January 2019

Training and work skills covered:

* Telephone answering workshop
* Research, creating and delivering PowerPoint presentations
* Public speaking and Confidence building
* Following instructions
* IT skills, use of Microsoft Office
* Working within a team & independently
* Working to deadlines and prioritising workloads
* Building on working relationships

**East Kent College -** September 2017 - July 2018

* Computing

**Epping Forest College -** September 2016 – July 2017

* ICT & Creative Technology level 2: Merit, Pass
* English Language: 4

**Trinity Catholic High School -** September 2011 – July 2016

* Mathematics: C
* Additional Science: C
* English Literature: D
* Core Science: D
* ICT: D
* Graphics: D

**Hobbies and Interests**

I enjoy following Formula 1 and attended Silverstone in 2018 and 2021 for the British Grand Prix. I also enjoy playing online games as well as going to the gym regularly.

Previously, I was a member of the Scouts organisation from the ages of 6 to 18, completing each section from Beavers through to Explorer Scouts. During my time in the Scouts movement, I was awarded a Jack Petchey award for services to Scouting and volunteering within the organisation as a young leader in 2016.

I was awarded my Bronze Duke of Edinburgh award in 2015.

I participated in the National Citizen Service in 2016.

**References**

Available on request