

# Jason Gillan

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Motivated and adaptable professional with a mix of hands-on and digital experience across IT, events, logistics, and hospitality. I've delivered creative digital projects, led teams at large-scale venues, and built confidence in tools like HTML, CSS, and Adobe Creative Cloud. I bring a practical mindset, problem-solving skills, and a strong work ethic to every role I take on. Now seeking a full-time opportunity to contribute and grow — ideally in IT or digital, but open to any team that values reliability, initiative, and a willingness to learn.

## Personal Details

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**Driver's License:** None

**Eligible to work in the UK:** Yes

**Highest Level of Education:** Certificate of Higher Education

**Industry:** Hospitality & Tourism, IT Operations & Helpdesk, Software Development, Sports, Technology

## Work Experience

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### Digital Assistant

Articulate Cultural Trust-Glasgow

February 2023 to February 2025

- Delivered trauma-informed digital workshops for care-experienced young people.
- Created and supported an interactive digital learning platform, boosting engagement with young people
- Ensured GDPR compliance as the ICO Officer, overseeing secure data practices.
- Handled live tech support and digital troubleshooting during online sessions.
- Fire Warden and First Aid support for in-person sessions.
- Data Compliance Officer
- Creative Assistant

### Hospitality Team Leader / Cook

Celtic Park, Hampden Park

January 2022 to December 2024

- Led kitchen and front-of-house teams during high-demand football events, ensuring full coverage and smooth operations across all areas.
- Ensured food safety and hygiene standards were adhered to, promoting a clean, safe, and efficient environment for staff and guests.
- Managed stock control, food preparation, and service, ensuring minimal wastage and timely delivery of meals during large events.
- Coordinated staff across various sections, ensuring all areas were fully staffed, with a focus on delivering excellent customer service and efficient food service under pressure.
- Trained and mentored new staff, fostering teamwork, enhancing operational efficiency, and maintaining a high level of professionalism.

## **Bartender**

Hamilton Racecourse & Hampden

January 2022 to December 2024

- Delivered premium food and drink service to guests in exclusive suites and boxes during race events, ensuring a high-quality, personalized experience for VIP guests.
- Managed stock levels, ensuring bar areas were fully stocked and maintained, with quick restocking during peak periods to meet high demand.
- Provided efficient and friendly service while anticipating guest needs, addressing inquiries, and ensuring satisfaction throughout the event.
- Supported various operational needs, stepping in as required across different areas to ensure smooth service delivery and contribute to overall event success.

## **Freelance Commercial Cleaner & Business Owner**

Glasgow City Council (Tramway) & Private Clients

January 2020 to December 2022

- Successfully launched and managed a freelance cleaning business, serving commercial offices, charities, and public venues.
- Delivered high-quality hygiene and sanitation services, ensuring strict adherence to health and safety standards.
- Managed client relations, scheduling, invoicing, and service contracts, demonstrating strong business acumen.

## **Touchpoint Cleaner & COVID-19 Safety Support**

BT Building & 999 Call Center-Glasgow

April 2021 to September 2021

- Carried out touchpoint cleaning across all floors of the BT building to mitigate the spread of COVID-19, ensuring high-traffic areas remained sanitised throughout the day.
- Implemented and maintained cleaning protocols in offices, desks, kitchen areas, and communal spaces to protect staff and visitors from potential contamination.
- Supported the 999 call centre by ensuring a clean and safe working environment, contributing to the continued operation of critical services during the pandemic.
- Monitored cleanliness and sanitation in high-use areas, ensuring that surfaces, tables, and kitchen areas met hygiene standards and contributed to a safe workplace.

## **Warehouse Picker & Forklift Operator**

Major Distribution Centre-Glasgow

August 2019 to March 2020

- Operated Hyster K1.0H and LO2.0 Order Pickers and warehouse buggies for efficient stock movement.
- Picked and packed orders for large corporations and eBay sellers, ensuring 100% order accuracy.
- Gained expertise in pallet wrapping, warehouse logistics, and quality control.
- Left due to COVID-19-related operational shutdowns.

## **Cashiers**

Centerplate (Celtic Park)-Glasgow, Glasgow

January 2017 to December 2019

- Served food and drinks to customers during matchdays and events, ensuring quick and efficient service.
- Handled cash transactions, processed orders, and provided accurate change to customers.

- Ensured food and drink items were correctly prepared and served, maintaining high standards of service and presentation.
- Delivered a positive customer experience by engaging with guests and addressing any inquiries promptly.
- Promoted to Cook and Team Leader by demonstrating exceptional performance in

### **Local Food Bank Volunteer**

(Bannerman High School-Glasgow)

- Helped distribute

## Education

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### **HNC in Computing in Networking**

City of Glasgow College

2022

### **HND in left due to COVID-19 interruptions**

City of Glasgow College

## Skills

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- Cash handling
- IT & Digital Skills
- Sales Support/Up-selling
- Communication skills
- Microsoft Office
- Leadership
- Event Coordination
- Customer Engagement
- Adaptability/Flexibility:
- Problem-Solving
- Time Efficiency/Task Prioritization:
- Food preparation
- Organisational skills
- Vendor/Supplier Management:
- Cashiering
- Stock Control
- Forklift Operation
- Customer Service
- IT Troubleshooting
- Health & Safety Compliance
- Training & Development
- Administrative experience
- Time Management

- Conflict Management
- Team Management

## Certifications and Licenses

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**Articulate Cultural Trust ✓ GDPR & Cybersecurity Compliance Training  
Hospitality & Food Safety (Sodexo & Industry Training): ✓ Food Hygiene  
Safety Level 2 ✓ Alcohol License Training ✓ Allergens Training (Including:  
Introduction, Preparation, Serving Safely, Compliance Scenarios, PPDS  
Compliance 2024) ✓ Health & Safety Level 2 (Due: March 2025) ✓ Food Safety  
Level 2 (Due: March 2025) Health & Safety: ✓ Fire Warden Certification ✓ First  
Aid Training**