**Aiden Harvey**

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Address: Flat 1, 126 Castle hill,

Reading,

Berkshire,

RG1 7RL

**Summary**

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Resourceful, ambitious team leader who maintains a high level of patience and focus to solve problems and develop solutions.

**Experience**

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**Team Leader**

June 2010 to Present

Tesco - Reading, Berkshire

-Addressed customer inquiries in a timely fashion.

-Fill rotas based on forecast figures.

-Maintain and log faulty equipment.

-Reduced company costs by coaching staff on ways to increase efficeincy.

-Trained staff on how to improve customer relations, resulting in better customer satisfaction and retention.

-Collected customer feedback and made process changes to exceed customer satisfaction goals, helpnig to draw new customers and increase company revenue.

**General Assistant**

June 2002 to June 2010

Tesco - Reading, Berkshire

-Provided accurate and appropriate information in response to customer inquiries.

-Managing time frames and workload to ensure that daily activities are completed in a timely and efficient manner.

-Worked with upper management to ensure appropriate changes were made to improve customer satisfaction.

**Academic Background**

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Programming Courses, 2017

Udemy

Coursework and tutorial programmes in 'Learn to code by making games, complete C# development'

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Nanodegree, Software development 2018

Udacity / Google

Currently working towards a Nanodegree certification in Android app development through Google and Udacity.

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Japanese Language Courses, 2014 & 2015

Reading College

Completed courses up to an intermediate level prior to living in Japan for a year.

**Interests**

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Problem solving, personal development, new technologies.

I have a reasonable understanding of Java, C#, SQL, unity3D and android studio, but am constantly looking to expand this list.

**References**

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References available upon request.