**RICHARD JOHN LANGFORD**

**curriculum vitae**

**PERSONAL PROFILE**

**EMPLOYMENT HISTORY**

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**Personal Profile**

I am personable, sociable and a team player with good communication skills and a positive but thoughtful, considered approach to life.

I am used to interacting with members of the public, understanding their needs and providing first class customer service. I have worked for Tesco Northampton South (2952) recently for two years, whilst I studied for a BTEC Level 3 Extended Diploma in Networking and Systems Support at Northampton College, after my GCSE’s. I replenished Fresh Provisions, and assisted with stock control and stock reductions during the twilight shifts and Sundays. Consequently I received training in customer service skills, and I understand the value and impact of excellent customer service. I am confident interacting with customers and listening to their needs, in order to help them and give first class service.

As I am multi-skilled, during Christmas 2015, I worked on checkouts for Nick Fox as a Christmas temp, working a variety of shifts, ranging from early morning starts to late finishes.

I studied at Northampton College for two years for the BTEC Extended Diploma in Computing and Networking skills at Northampton College. I am very interested in information technology, and I built my own computer, purchasing individual components and assembling it myself.

I also enjoy motorbikes, and saved up for and purchased my own R125 motorbike whilst at college, attaining the national motorcycle driver training qualification after training at The Obelisk. I consider myself a careful motorcycle rider, and I enjoyed modifying it. I fitted a camera to the bike and videoed many of my journeys to improve my own driving skills, and to evaluate the driving skills of other people.

I have decided not to continue with a university education after completing a Foundation Year in Engineering Technology; although it is a good qualification, I have learnt that I am better pursuing a practical career where I can apply my skills on a day to day basis. As I have experience with Tesco, it is Britain’s largest retailer, and I enjoy the work and interaction with people, I would like to apply for permanent employment, and after gaining suitable work experience, would like to build a career with the company.

**Education**

**October2016– Present** University of Northampton HND Computer security and web technology.

**Sept 2012 – June 2014** Northampton College, Booth Lane

BTEC Extended Diploma in Computing and Network systems

**2006 – July 2012** Wellingborough School, Northampton

9 GCSE’s, including maths and English

2 AS levels, Design Technology and Business Studies.

Young Enterprise Regional Finalist; As IT Director of ‘Emerald’, I helped develop a Young Enterprise company sourcing and selling kitchen chopping boards made from recycled plastic. I managed the website and company communications, and created the company profile document for potential customers. I was the first team member to make a sale ‘cold selling’ to members of the public in Swansgate Centre, Wellingborough, and the Grosvenor Centre, Northampton. We reached the County Finals at Northampton University in May 2012 and received an award for best team presentation.

**Employment History**

**Tesco plc, East Hunsbury** Sept 2012 – Sept 2014 Customer service assistant; merchandising and offering first class customer service throughout all areas of provisions and fresh foods. I trained as a ‘multi-skiller’, so I also worked for the checkout team at busy times as a cashier.

December 2015 – January 2015 Christmas temp, check –out cashier at Northampton south 2952

H**erongrange Security**

**Moulton Park** March 2012

Work experience placement at this company who build security surveillance systems. I observed the technical production process, and spent time with computer programmers investigating the company systems and procedures.

**K G Smith &Sons Coal Merchant**

**Hartwell, Northants** Summer 2011

Labourer – sorting and packing coal using company machinery; loading lorries; storing product in warehouse.

This was a physically demanding job but taught me the importance of punctuality and following instructions accurately. Integrating with other members of the team, supervisors and managers increased my personal confidence and communication skills.

**Referee** Amanda Joshua

HR Manager, Tesco Northampton 2952

Nick Fox

Service Manager, Tesco Northampton 2952

Barry Millet-Spicer

Director, Herongrange Security.

All Certificates and evidence of qualifications supplied on request.