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| |  | | --- | | Terence Pankhurst    **Professional summary** I am currently in my second year of study for an undergraduate degree in cyber security. The assets I would bring with me to your company are great communication skills, including being a clear and concise communicator and an active listener. My agility and adaptability empower me to thrive in fast-paced retail environments, swiftly addressing challenges and delivering precise results. Let me enhance your organization with my unique blend of skills and customer-centric approach.  **Work history**  Electro Plater, **07/2019 - 03/2020**  Schneider Electric, Scarborough, North Yorkshire   * Prepared and cleaned metal for electroplating. * Inspected products to meet quality standards and compliance. * Maintained safe working environment with adherence to safety policies across tasks. * Maximised performance and reliability of equipment by performing routine and preventative maintenance. * Smoothened metal items by removing sharp edges using grinding machines.   Mobile Catering, **04/2018 - 06/2019**  Self Employed, Scarborough, North Yorkshire   * Followed prescribed methods of portioning and presentation, consistently meeting customer expectations. * Closely monitored ingredients supplies, promptly ordering low-stock items to prevent service disruptions. * Applied highest standards of food safety, consistently maintaining hygiene ratings of five. * Boosted customer satisfaction by preparing dishes to exact dietary needs. * Quickly learned and applied new skills to daily tasks, improving efficiency and productivity. * Completed opening and closing procedures, from product replenishment to budget control.   Branch Assistant, **03/2016 - 03/2018**  Booker Cash and Carry, Scarborough, North Yorkshire   * Maintained and replenished stock according to store merchandising layout, ensuring consistent product availability. * Promptly identified and retrieved items in stock room to maximise sales opportunities. * Maintained spotless store presentation through regular cleaning, organising and tidying. * Assisted customers with product selection, recommending associated items to increase transaction value. * Handled complaints calmly and professionally, minimising conflict and maintaining customer satisfaction.   **Education**  **Bachelor of Science, Cyber Security, In Progress, Expected in 07/2024**  Coventry University - Scarborough, North Yorkshire   * I have completed the following modules with a grade of 70% plus. * Programming and problem solving (Python) * Information Security * Networking * Operating Systems * Computer Forensics * Cryptography * Collaborative project.   **Diploma of Higher Education, Social Sciences, 07/2021**  Coventry University - Scarborough, North Yorkshire  **GCSEs, English, Math, Geography, Art, Drama, IT,**  Intake High School - Leeds | | |  |  | | --- | --- | |  | 9 Nesfield Close, Scarborough, North Yorkshire YO11 3UR | |  | 07716186318 : 01723 658603 | |  | tfpankhurst@outlook.com |   **Skills**  .   * **Excellent communication**: Articulate in conveying product information and adept at understanding customer needs through active listening. * **Agile and adaptable**: Able to swiftly handle dynamic retail environments and meet changing customer demands. * **Strong multitasking abilities**: Efficiently juggle multiple tasks to ensure a seamless shopping experience for customers. * **Customer-centric mindset**: Driven to provide exceptional service, fostering customer loyalty and repeat business. * **Conflict resolution**: Skilled at addressing customer concerns and resolving issues in a professional and timely manner. * **Collaborative team player**: Thrives in team environments and contributes positively to group success. * **Tech-savvy**: Comfortable with point-of-sale systems, inventory management software, and other retail-related technologies. * **Exceptional time management**: Expert at prioritizing tasks, allocating resources, and managing schedules to ensure timely completion of assignments and optimal productivity. Analytical and Critical Thinking * Problem Solving Skills * Collaboration Skills * Interpersonal Skills * Organisational and Prioritisation Skills * Time Management * Computer Proficiency * Customer Service Skills * Adaptability and Flexibility |

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