

Name:

**WARREN HAWKER**

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## PROFILE

Before I became a lifeguard and swimming teacher I was a highly qualified and experienced scuba diving instructor, with eight years experience in the leisure industry, including as an assistant dive centre manager. I also have four years experience in the retail and catering sectors. As my qualifications show, I am committed to the highest standards of professionalism, technical excellence, and health and safety. I have won two special commendations for customer care, both as a diving instructor and as a retail sales assistant. After 5 years of scuba diving I decided to take my skills into the world of teaching aquatics, which I have done for the past 5 years. During that time I have expanded my skills and knowledge to include Springboard diving, First Aid and most recently NPLQ training.

I am loyal and hardworking, and devote myself wholeheartedly to the company I represent. I get on very well with work colleagues, and always regard the customer as my first priority. I am a highly motivated, articulate and people-focussed individual, who always seeks better ways of doing things for the good of the business and of the customer. I have a high level of written English and computer skills.

## KEY SKILLS

- Ability to communicate quickly and effectively with learners in a training situation, both theoretically and practically
- Proven ability to instruct, examine and pass learners on a given course
- Ability to assess needs and tailor learning accordingly in order to achieve successful outcomes for learners
- Able to inspire confidence in others
- Communicates enthusiasm to others in a leisure environment
- Very good planning and organisational abilities
- Good time management and efficiency
- Excellent customer service skills
- Highly developed written communication skills
- Methodical with a high attention to detail
- Adheres to high health and safety standards
- Ability to work as a trustworthy part of a team as well as independently
- Motivated to develop and learn as an individual
- Computer literate to a high standard in a wide range of applications

## WORK EXPERIENCE

October 2016 – October 2018 **Education Volunteer**

Raystede Centre for Animal Welfare

### Key Responsibilities

- Assist the Education Officers with education-based activities
- Help manage and coordinate groups of children who visit the centre
- Give advice to customers regarding adopting and caring for domestic animals
- Inform the public about animal welfare issues

October 2017 – Present	<b>Swim Teacher and Casual Lifeguard</b>	Uckfield Leisure Centre
<b>Key Responsibilities</b>		
•	Teach group lessons across a wide range of ages and abilities	
•	Assess new students and assign them to the appropriate class	
•	Keep paperwork for all my classes organised and up to date	
•	Coordinate with the other swim teachers regarding schemes of work	
October 2016 – November 2017	<b>Casual Leisure Attendant/Swim teacher</b>	Lewes Leisure Centre
<b>Key Responsibilities</b>		
•	Ensure the safety and comfort of the centre users	
•	Set up various sports equipment	
•	Keep the centre clean	
•	Teaching swimming lessons, both groups and 1-2-1s	
October 2014 – Present	<b>Dive Coach/Secretary</b>	Tunbridge Wells Diving Club
<b>Key Responsibilities</b>		
•	Organise events and competitions for the club	
•	Handle new membership enquiries	
•	Organise logistics for the club	
•	Assist other coaches and coach club members	
April 2014 – October 2016	<b>Recreational Assistant/Swim teacher</b>	Tunbridge Wells Sports Centre
<b>Key Responsibilities</b>		
•	Ensure the safety and comfort of the centre users	
•	Set up various sports equipment	
•	Host children's parties	
•	Keep the centre clean	
•	Swimming teacher cover	
<b>Key achievements</b>		
•	ASA Dive Coach level 1	
•	ASA Dive Coach level 2	
Oct 2011 – April 2014	<b>Freelance Scuba Diving Instructor</b>	Brighton Diving Centre
<b>Key Responsibilities</b>		
•	Teach students in both pool and open water environments to all levels	
•	Maintain health and safety standards	
•	Maintain and fix equipment	
•	Examine and certify new divers	
•	Monitor progress of trainees	
<b>Key achievements</b>		
•	New Qualification: PADI Master Scuba Diver Trainer	
Dec 2012 - Sep 2013	<b>Kitchen Porter/Chef's assistant/Waiter</b>	Chaula's Indian Restaurant, Lewes
April – Oct 2012	<b>Diving Instructor and Assistant Manager</b>	Divezone Diving Centre, Indonesia
<b>Key Responsibilities</b>		
•	Taught and examined students up to Dive Master level	
•	Managed customer lodgings	
•	Supervised diving staff	
•	Dealt with customer complaints, issues and requests	
•	Took payments from customers	
•	Organised day-to-day logistics	
<b>Key achievements</b>		
•	Special certificate of commendation from PADI International for excellent customer service	

April – Oct 2011	<b>Diving Instructor and Technician</b>	European Diving Centre, Fethiye, Turkey
<b>Key achievements</b>		
•	Qualifications Gained: ASSET Equipment Technician	
Oct 2010 – April 2011	<b>Sales Assistant and Barista</b>	Steamer Trading Cookshop, Lewes
<b>Key achievements</b>		
•	Mystery Shopper award for customer service	
March – Oct 2010	<b>Diving Instructor and Sales Staff</b>	Sailing Club Divers (PADI 5*resort), Vietnam
<b>Key Responsibilities</b>		
•	Taught dive courses to students up to Advanced Open Water level	
•	Supervised local dive centre staff	
•	Took sole charge of shop while on duty	
•	Sold courses and promoted the company	
•	Took care of VIP guests	
<b>Key achievements</b>		
•	Qualifications Gained	Scuba Schools International (SSI) Instructor

## PROFESSIONAL QUALIFICATIONS

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April to Oct 2009	<b>PADI Divemaster, PADI Open Water Dive Instructor (IDC)</b>
December 2009	<b>ASSET scuba diving equipment and Nitrox Technician and Cylinder tester</b>
May 2010	<b>Scuba Schools International (SSI) Instructor</b>
October 2011	<b>Powerboat Licence Level 2</b>
June 2012	<b>PADI Master Scuba Diver Trainer</b>
January 2014	<b>RLSS Pool Lifeguard (NPLQ)</b>
February 2014	<b>ASA Swim Teacher level 1</b>
March 2014	<b>ASA Swim Teacher level 2</b>
October 2014	<b>ASA Dive Coach level 1</b>
November 2015	<b>ASA Dive Coach level 2</b>
January 2019	<b>RLSS Pool Lifeguard Training Assessor</b>
June 2019	<b>Level 3 Award in Education and Training</b>

## EDUCATION

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2007-2008	<b>AS levels in Biology (C), Music (C), Computing (D)</b> <b>Pre-Professional Music Diploma</b>	Sussex Downs College, Lewes, E Sussex
2003-2007	<b>GCSEs in Maths (A), History (A), ICT short course (A),</b> <b>Biology (B), Music (B), English Lit (B), English Lang (B),</b> <b>Chemistry (B), French (B), Religious Studies (C)</b>	Worth School, Turners Hill, W Sussex

## References

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Betty Allen: [betty.allen@talktalk.net](mailto:betty.allen@talktalk.net) – Senior diving coach and mentor, Tunbridge Wells diving club

Catherine Bray: [Education@raystede.org](mailto:Education@raystede.org) – Education Officer, Raystede Centre for Animal Welfare

Jordan Brennan: [Jordan.brennan@freedom-leisure.co.uk](mailto:Jordan.brennan@freedom-leisure.co.uk) – Duty Manager, Uckfield Leisure Centre

