

Personal Profile

I am a hardworking, reliable, career focused person and I am keen to progress and develop my skills. I enjoy working as part of a team and building a rapport with people. I am very customer orientated and take pride in providing the best service I can. Being reliable and time keeping is also very important to me.

I have a logical mind, capable of learning new skills quickly and following instructions to complete a task. I get a real sense of achievement when solving problems and pride myself on my attention to detail.

I enjoy technology and I am currently learning HTML/CSS/JavaScript and building my own website (see Appendix A). I am looking for a job where I can develop my skills and progress into a career as a software developer.

Skills and Experience

- Hard working, reliable and trustworthy.
- Computer literate and proficient in MS Office applications.
- Good customer service skills gained through my current role and a 2 week customer service training course
- Responsible and honest when dealing with customers and money.
- Good Communication skills, team worker and willing to contribute to help the team.
- HTML/CSS/JavaScript fundamentals
- Familiar with 'Sublime Text' - A source code editor and application programming interface

Employment and Work Experience

May 2018 – Present - Select Service Partners - SSP

About: SSP Group plc is a British multinational FTSE 250 company, which operates branded Catering and Retail units at over 125 airports and 270 railway stations around the world.

Role: Barista - Upper Crust - I work as part of a shift team in a busy food outlet at Leeds railway station. My hours involve me starting at either 4.30am or 2pm and I am expected to be at work on time to prepare for opening. I have a range of responsibilities which helps keep the shop running efficiently, these are highlighted below:

- Daily stock checks and recording everything in stock that day.
- Daily check of all the equipment to ensure everything is working properly and recording any issues or faults.
- Daily checks to ensure all the products we sell are fresh and within the required date.
- Serving customers in a polite and professional manner and escalating any problems to management.
- Responsible for taking money and making sure the till is correct at the end of my shift.
- Cleaning the work area to ensure the unit is presentable for the next shift.

Achievements:

- Over the last 2 months my manager has given me more responsibility and I am now trusted to manage the outlet on my own. This includes opening on time, stock checks, serving customers, cash deposits and cleaning at the end of my shift.
- I have also been asked to train the new employees how to do the job that I do and this is very important for me as that shows that I have been trusted to give an high representation of the company standard's.

FPU SSP

As of 24/12/2018 I am now working as part of the kitchen staff where I work with two to three of my colleagues to prepare all the food stock that will be sold in SSP units around the station before everyone comes into work at 6:00am to accomplish this we start work at 4:00am and get once all the stock has been made we make preparations for the next day and for the afternoon where we make another batch of most of the food that we did in the morning.

2017 - Present Youth Group Leader

- **Role: Volunteer** – I work within the local community to help and support local children (12-13 years) on various activities. I take a lead role and help co-ordinate workshops on career goals, cooking, arts and crafts to name a few. I am now responsible for arranging annual trips, all social media and other general activity planning.

2017 1 week- KDP Autos

Role: Volunteer - I completed a work placement at KDP Autos where I worked as part of a team on customer cars adhering to a professional standard and meeting all deadlines. I worked across departments gaining experience in fields such as paint work, body panel repair as well as mechanics and assembly.

2007 - 2015 - Boys Brigade

Role: Volunteer - I was part of the Boys Brigade for 8 years. During that time, I was involved in fund raising events which varied from partaking in sponsored challenges to street fundraising. This greatly improved my confidence and interaction skills through my experience of dealing with the public. I also completed a number of community projects such as general maintenance of local parks and common land as well as being involved in youth leading as part of my badge work (leading me to achieve the President Badge during my membership).

Education

GCSE 2010-2015

- Maths – B
- Additional science - C
- English - D
- Science - D
- ICT - D
- Geography - D
- Business - D

Aim2Learn 2017

- Edexcel BTEC Level 2 Diploma, in Professional Competence for IT and Telecoms Professionals

BCS Level 2 2015

- IT Application Skills - Distinction

BTEC 2014-2015

- Art – Pass
- Sport - Pass

BTEC Level 1 and 2 diplomas 2010-2012

- Creative Media Production - Pass

(Qualifications gained at Swallow Hill Community College, Leeds City College and Aim2Learn)

Hobbies & Interests

Online gaming; Gaming allows me to socialise with friends. I also take great interest in the technological advances that gaming continues to make and how it changes the experience.

Basketball; Basketball allows me to socialize in a different way to gaming, however it shares the experience of meeting people with common interests which is great for making new friends. As well as enjoying the game and following the sport I enjoy the physical challenge and sense of achievement when I improve.

Appendix A – Website Project

I am currently designing and building a website focused on travel and booking overseas tours. I am not using a Content Management System (CMS) as I wanted to build it from scratch to utilise and enhance my HTML/CSS skills. At the moment it is not hosted as I don't have a domain name but that is planned for the next stage, however I can demo the website on my laptop.

The website has a clear structure to make it easy to navigate and has been visually designed to make it look fresh with graphics to bring the website to life.

I am building the website using 'Sublime Text 3' which is a cross-platform source code editor with a Python API. I selected this application because it is well set out with very useful text shortcuts for fast and easy code editing and writing.

HTML - I have used HTML to build the framework of the website and created a navigation bar to achieve easy navigation. There are drop-down menus with sub sections and a change in colour to alert the user which option they are hovering over.

The following aspects of the website have been built using HTML:

- Framework
- Search bar
- Various pages with graphics
- About us
- Contact us

CSS - I am using CSS to ensure I have consistent styling, colours and fonts throughout the website to make it more visually appealing.

Testing - I appreciate the importance of testing after each phase of development to ensure all the links are working and the website is fully functional. This has helped improve my troubleshooting skills.

At this stage I haven't addressed the security of the website or accessibility to handicapped users or its ability to adapt to various devices, and operating systems. If the website did go live I would conduct load testing to make sure it can handle a large number of users and website traffic.