

# Aaron Adams-Thomas

Dunstable, LU5 GB

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Portfolio: <https://aadamst.github.io/Portfolio/>

I am someone who is dedicated to improving skills through hands-on learning and development work. Has some experience with using HTML5, JavaScript and other programming languages to produce clean code. Well-organized and collaborative team player with strong communication, analytical abilities and ready to contribute to company success. Detail-oriented and meticulous employee who can work at a fast pace to meet tight deadlines.

## Employment History

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### Service Desk Operator

*University of Bedfordshire, Luton,*

*United Kingdom*

*January 2022 - June 2022*

- Engaged in user support interactions via telephone, chat and email platforms.
- Responded to user operational issues with desktop computers, laptops and mobile electronic devices to enable problem resolution.
- Resolved common user concerns by utilizing preset issue resolution scripts.
- Addressed user customer service concerns and decided when to escalate problems to specialist team members.
- Identified system hardware, network infrastructure, and connectivity issues that prevented execution of user-initiated tasks.

### Warehouse Operative

*Amazon, Dunstable,*

*United Kingdom*

*October 2019 - January 2021*

- Loaded, unloaded, and moved material to and from storage and production areas.
- Operated pallet jacks and material moving equipment to receive and transport items from various warehouse locations.
- Checked packages and merchandise for damage and notified vendors.
- Operated equipment while observing standard safety procedures.
- Maintained clean, orderly work environment free of hazards.
- Assisted in receiving, stocking and distribution of merchandise.

### Crew Member

*McDonalds, Dunstable,*

*United Kingdom*

*August 2017 - September 2018*

- Prepared products following restaurant, health, and safety standards and procedures.
- Operated cash register to ring up final bill and process various forms of payment.
- Took orders, prepared meals, and collected payments.
- Trained new team members on procedures, customer service, and sales techniques.
- Trained new team members on procedures, customer service, and sales techniques.
- Worked front counter, drive-thru and other areas.
- Worked well with teammates and accepted coaching from management team.
- Stocked shelves to organize aisles in assigned department.

## Education

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### **Just IT Training Ltd, London**

Digital Skills Bootcamp: Software Development | January 2023

### **Barnfield College, Luton**

BTEC Diploma in music production Level 3 | June 2018

### **Chalk Hill Academy, Luton**

GCSE C and above in; Maths, English, Science, Additional Science, Music, IT, Business | June 2016

## Skills

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- Testing and debugging
- Team collaboration
- Problem-solving
- Analytical thinking
- Troubleshooting
- Python
- Javascript
- HTML and CSS proficiency
- MySQL