Ashley Littlewood

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Education & Qualifications

Sheffield Hallam University: *Sep 2020 - Sep 2021*
- MSc Computing (Distinction)

The University of Leeds: *Sep 2013 – Jul 2016*
- BSc (Hons) Mathematics

Thomas Rotherham College: *Sep 2010 - Jul 2013*
- **A-Levels**: Further Maths (A) Maths (A) Economics (B) General Studies (B)
- **AS levels**: Physics (C) Biology (C)

Oakwood High School: *Sep 2005 - Jul 2010*
- 10 GCSE's from (A*-C)
- (A*) Maths, (A*) Science (A)English

Skills & Certifications

- **JavaScript (ES6)**
- **CSS & Sass**
- **SQL**
- **React**
- **HTML**
- **MySQL**
- **Git & GitHub**
- **Express**
- **C#, ASP .NET**

Employment History

Sherwin-Williams – Customer Service Administrator: *Oct 2020 – Jan 2021 & Sep 2021-present*
- Used Salesforce to manage user issues, respond to support tickets, and monitor the request pipeline
- Processed orders, credits, debits and returns in conjunction with ERP and CRM systems

Qantas - Airport Services Administrator: *Jan 2020 - Mar 2020*
- Lead admin for inhouse business project, adhering to corporate NDA in a media sensitive role
- Organised contingency training for head office employees in the event of union industrial action
- Developed training matrix to track staff competencies and training documentation for completeness
- Established a rapport with corporate staff to encourage participation during the Covid pandemic

Breville – Sales Administrator: *Jul 2019 - Aug 2019*
- Create product descriptions and Amazon store listings for all company products
- Analyse price changes for company and competing products across different online stores

Sherwin-Williams – Supply Chain Coordinator & Administrator: *Feb 2017 - Oct 2018*
- Head Oracle production user, responsible for 3 of 7 production KPI's and managing the ERP system
- Planned batches on production lines whilst adhering to demand planning requirements
- Analyse batch variance reports to investigate large cost variance items, highlighting improvements
- Managed the rework process, applying root cause analysis to identify faults and issue corrections
- Amend stock discrepancies, oversee operations for small customer orders and finished goods dispatch area
- Trained operators on the correct usage of Oracle OPM interfaces for completing works orders
- Assisted in the implementation and testing of additional Oracle ERP production improvements
- Created and adapted SOP's for supply chain systems to facilitate the continued training of staff

ASDA Supermarket - Pick Packer & Store Colleague: *Sep 2013 - Dec 2016*
- Established a quick rapport with customers by adopting a warm and friendly service culture
- Efficiently picked items for customer delivery, making item adjustments where necessary

Voluntary Work & Interests

- **Teaching Assistant –** Learned various teaching methods in addition to supporting struggling students
- **Charity Shop Assistant -** processed stock, negotiated prices and served customers
- **Accounts Assistant -** Applied bookkeeping concepts to calculate balances and update financial records.
- **Hostel Receptionist –** checked in new guests and registering individuals with employment agencies.
- **Chess Player -** Accomplished chess player having played for the England junior team and winning numerous tournaments, also captained several successful chess teams as an adult and a junior.

Referees available on request