

BAILEY COOPER

University Student

Newcastle-under-Lyme, Staffordshire
ST5 3AF

| +44 7847 852540

| cooperbailey012@gmail.com

Summary

Hard working goal-oriented student with a skill set representative of my ability to thrive in a working environment. A keen motivated individual with key customer service skills who works well with others even in pressured situations.

Work experience

BP Jorvik, York

Jul 2023 - Sep 2023

Shift Supervisor

- Guaranteed safe machine operation, conducting regular services and inspections.
- Maintained compliance with health and safety guidelines by wearing PPE and following HSE regulations.
- Maintained, sanitised and cleaned work areas to meet health and safety standards.
- Worked flexibly and in adherence to health and safety practices.
- Ran shifts and micromanaged other retail customer service staff to complete tasks on time and ensure they are working to the health and safety standards.

BP Jorvik, York

Mar 2023 - Jul 2023

Customer Service Assistant

- Maintained excellent visual merchandising standards by routinely cleaning and organising window and point of sale (POS) displays.
- Processed multiple daily stock deliveries to maintain accurate order numbers and inventory records.
- Performed closing duties such as cleaning windows and floors, securing shop premises and cashing-up tills.
- Addressed and resolved complex customer complaints to restore satisfaction and support customer loyalty.

Moore's Furniture Group, Leeds

Jun 2022 - Sep 2022

Warehouse Operative

- Followed specifications to assemble parts and products accurately and efficiently.
- Used assembly line machinery and tools safely to assist in production.
- Inspected parts and products for defects and ensure they meet quality standards.
- Kept the assembly area organised and free of hazards.
- Adhered to health and safety regulations to maintain a safe working environment.
- Worked efficiently to meet daily production goals.

Club Salvation York, York

Dec 2021 - Feb 2022

Bar Staff Member

- Maintained bar stock, replenishing when needed before and throughout the night.
- Performed bar closing duties, thoroughly cleaning, sanitising and replenishing stock.
- Prepared and served mixed drinks to customers throughout the night, refusing customers who were too intoxicated.

Cooper And Co Ltd, Leeds

Jun 2020 - Aug 2021

Part Time Plumbing Assistant

- Assisted with boiler services and other day to day jobs.
- Lifted and carried heavy goods and equipment.
- Passed the CSCS course and followed health and safety regulations on construction sites.

The Great Wall, Leeds

Feb 2019 - Jun 2020

Kitchen Supervisor

- Served and took orders from 100s of customers at the front desk and over the phone.
 - Provided customer service and solved issues under a pressured environment.
 - Provided general kitchen supervision and coaching for new staff.
 - Managed and assisted general production within the workplace.
 - Followed kitchen opening and closing procedures when preparing cooking supplies, ingredients and workstations.
-

Education	
Keele University BSc Mathematics Expected 2026	Sep 2023 - Jun 2026
University of York BSc Computer Science	Sep 2021 - Apr 2023
Notre Dame Catholic Sixth Form College A-Levels A - Mathematics A - Computer Science C - Physics	Sep 2019 - June 2021

Leeds West Academy GCSEs 10+ GCSES ranging from grades 6-9 including Maths (Grade 9) and English.	Sep 2014 - Jun 2019
---	---------------------

Skills	
Ability to Work Under Pressure	Critical Thinking
Effective Time Management	Good Communication
Exemplary Customer Service	Ability to Multitask
Employee Management	

Qualifications
CSCS Qualified Food Safety

Additional Information
<ul style="list-style-type: none">I have a full clean driving license and own my own car.

Hobbies and Interests
<ul style="list-style-type: none">Rugby League including 10+ years of playingUltimate Frisbee including playing for a university teamSocialising with friends in free timeReading