

Jonathan Carrillo Sanchez

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EDUCATION

University of Westminster

Bachelor of Science in Computer Science

London, England

Sept. 2019 - July 2023

- Awarded First Class Honours
- Programming Society Vice President, E-sports Society, Boxing Club

WORK EXPERIENCE

TK Maxx

Oxford Street, London, England

Night Shift Associate

July. 2022 - Dec. 2022

- Optimized store operations by Streamlining night shift processes, resulting in a more efficient and organized store layout, contributing to improved customer experience and record-breaking sales of £1 million for two consecutive weeks during the peak of the Christmas period.
- Enhanced loss prevention measures by implementing proactive loss prevention strategies during night hours, leading to a significant reduction in theft incidents and safeguarding store assets.
- Demonstrated merchandising excellence by skillfully replenishing inventory, ensuring shelves were consistently stocked and well-presented, and contributing to a visually appealing shopping environment with over 80 product departments.
- Exhibited exemplary teamwork by collaborating seamlessly with a diverse team of colleagues to ensure smooth store operations, receiving commendations for exceptional teamwork and reliability when handling departments by myself in time-pressured circumstances.

Cardonet

London, England

Technical Support

Oct. 2019 - March 2021

- Accelerated the rate at which overall primary customer tickets were accomplished by undertaking a large volume of subsidiary tasks which resulted in an increase in satisfied customer ratings by 12%
- Delivered excellent customer service to various clients from over 50 organizations, adapting to clients from several work environments and familiarizing myself with each
- Guided fellow support engineers about technical details and protocol to promote working relationships, as well as delegating tasks aimed to prove their proficiency in the role

Cleaning & Maintenance Specialist Ltd.

London, England

Commercial Cleaner

Nov. 2018 - June 2019

- Operated effectively in a team to accomplish a high standard of cleaning duties for a GP surgery within a specific time frame, ensuring that client satisfaction was always maintained
- Synthesized strategies with team members in response to client feedback to accommodate requests

LEADERSHIP EXPERIENCE

Programming Society, University of Westminster

London, England

Vice President

Sept. 2021 - June. 2023

- Managed and supervised weekly society events, splitting into groups of 4 or 5 members to tackle 5-10 challenging coding exercises every week for 2 hours per event.
- Collaborated with board members on workshops and independently through social media that generated £100 for extra society funds and increased membership by 40%
- Connected with fellow university students to recruit staff members to facilitate society roles such as Social Media Manager, which produced advertisements that increased followers by 10%

SKILLS AND INTERESTS

Skills: Fluent in English and Spanish, proficient in merchandising and loss prevention strategies.

Interests: Avid computer enthusiast, guitarist, and freelance mobile application developer for small to medium-scale products.