CAILUM LEYSHON

BARTENDER / WAITING STAFF

CONTACT

📱 07568239886

✉ cailumleyshon@gmail.com

🌐 cailum.dev

📍 Manchester

SKILLS

- Customer Service
- Conflict Resolution
- Time Management
- Cash Handling
- Inventory Management
- Staff Training
- Health and Safety Compliance
- Team Collaboration

EDUCATION

HNC Accountancy and Finance

Liverpool John Moores University

2019-2020

A-Levels

Blue Coat School, Oldham

2016-2018

3 A-levels BCD - Business, Mathematics and Economics respectively.

GCSEs

Blue Coat School, Oldham

2015-2016

10 GCSEs A*-B - Maths and English Literature/Language both Grade A.

PROFILE

Dedicated and customer-focused professional with a strong background in hospitality and management. Proven ability to handle high-pressure environments, provide excellent customer service, and manage teams efficiently. Seeking a position as a bartender or waiting staff where I can utilise my skills in time management, conflict resolution, and customer satisfaction.

WORK EXPERIENCE - HOSPITALITY + OTHER

Duty Manager / Supervisor

Pub Invest Group (Einstein's Bier Haus), Liverpool   2021-2023

- Supervised and coordinated staff members during peak hours, increasing operational efficiency.
- Developed and applied time-management strategies that improved shift efficiency and reduced task completion time.
- Conducted interviews and recruited new staff members, enhancing team capacity and development opportunities.
- Monitored and managed daily cash-ups and stock takes, ensuring accuracy and adherence to company policies.
- Designed and executed training programs in health and safety, first aid, hygiene, fire safety, and product knowledge, resulting in increased staff competency and safety compliance.
- Led staff in customer promotions, boosting sales through strategic offer placements and customer engagement.
- Created and maintained cleaning checklists for audits, resulting in a compliance rate and enhanced operational efficiency.
- Addressed and resolved customer complaints, maintaining high customer satisfaction levels.

Receptionist / FOH

Dineen Opticians, Hadfield   2020-2020

- Answered incoming calls efficiently, reducing call waiting time.
- Greeted and assisted customers daily, increasing customer satisfaction ratings.
- Established and maintained an accurate record-keeping system, improving data accuracy.
- Adapted to and utilized new software within a week, enhancing operational efficiency.
- Resolved IT issues promptly, reducing downtime.

AI Data Analyst (Freelance/Self-Employed)

2023- present

- Utilized Reinforcement Learning from Human Feedback (RLHF) to enhance the efficiency of machine learning models.
- Worked with generative AI to develop large language models, ensuring adherence to legal and ethical obligations, focusing on harmlessness, truthfulness, and safety.

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TECHNICAL SKILLS

- HTML, WordPress, CSS
- JavaScript, React, Node.js
- Express, MongoDB, Next.js
- Git, Figma, Debugging
- Agile Methodology

REFERENCES

Available upon request.

WORK EXPERIENCE - HOSPITALITY + OTHER

- Performed quality assurance for other analysts' work, including prompts, feedback, conversations, and instruction-following.
- Meticulously tested AI models to identify failure points, contributing to the overall improvement and development of AI systems for various companies.

Full-Stack MERN Software Developer Intern

TechEducators, Liverpool/Remote   2023-2023

- Demonstrated a proactive learning approach by quickly mastering new technologies and consolidating existing knowledge through team projects, courses, and self-study.
- Collaborated effectively with a team of up to 4 developers to architect and build client-side and server-side functionality, engaging in daily stand-ups to discuss domain modelling and task delegation.
- Developed and showcased projects using various libraries and frameworks, enhancing my software development skills.
- Actively participated in code and design reviews, reducing codebase errors through adherence to best practices.