

Leighton Coughlin

Location: **Abertillery, Blaenau Gwent**

Telephone: **07311276087**

E-mail: leighton.coughlin1@gmail.com

Personal Portfolio: <https://leightonjcoughlin.netlify.app/>

Professional Profile

A very versatile and detail-oriented person with experience in different fields. Is currently seeking employment in a web developer role that enables him to build on his existing skills and experiences.

Someone who has excellent organizational skills, time management, and communication. An individual who sets himself a high standard of work and is prepared to go beyond the standard requirements including being flexible regarding working hours. Someone who enjoys working with anything computer related and has a lot of experience in many different ICT-related fields. Someone who is a lifelong learner and enjoys learning through practice.

Core Skills

- Mobile & Web Application Front-End
- Javascript
- CSS3
- HTML5
- Git Version Control
- Shopify
- WordPress
- Microsoft Office
- Visual Studio Code

Education

Brynmawr Comprehensive School

- 11 GCSEs Grades A-C (inc Maths, English, Science and ICT)
- EDEXCEL Level 2 Award in Money & Finance
- EDEXCEL Level 2 Application of numbers
- EDEXCEL Level 2 in Communication

Crosskeys College / Coleg Gwent

- Level 3 Extended Diploma in light vehicle maintenance and repair
- Welsh Baccalaureate Qualification (WBQ)

University of Wales Trinity Saint David (Swansea Metropolitan University)

- Higher National Certificate - Automotive Engineering (HNC Level 4)
- Higher National Diploma - Automotive Engineering (HND Level 5)

Work Experience

2022 to present - Sigma Connected - WFH Collections Officer

- Responsible for collecting debt from octopus energy customers
- Requires a high level of customer service-related skills such as showing empathy, rapport building, objection handling, patience, and self-control
- Use many different ICT systems in order to log details, monitor performance, raise issues, further learning, etc

2021 - Go-centric - WFH Telephone Researcher

- Responsible for two different campaigns, the NHS Track and Trace service, and the public health England vaccine booking service
- Responsible for logging all potential contacts a positive case may have been in contact with
- Responsible for booking vaccinations

2021 – E-warehousing – Order Packer and Scanner

- Responsible for packing and scanning items ready for collection or postage
- Processed orders such as covid test kits that required high levels of precision to ensure customers received the correct items on time.

- Used the order and warehouse management system 'Mintsoft' to ensure all actions taken are logged and customers can track the progress of orders.

2020 – Get Lit Light Store - Self-Employed (E-commerce Drop-shipping)

- Responsible for producing a website that can process orders and appeal to the customer via the Shopify website platform
- Run Facebook and Instagram advertising campaigns to drive traffic to the website
- Created marketing material such as promotional videos and images that would feature in our marketing campaigns as well as social media accounts.
- Providing timely and attentive customer service whilst making sure their needs are met in a manner that reflects positively on the company

2019 – McLaren Racing – Formula 1 Gearbox Technician (Industry Placement)

- Designing 3D models of tooling to assist with the disassembly and reassembly of gearboxes.
- Designing visual displays and dis-assembly/reassembly manuals for McLaren heritage gearboxes
- Dis-assembling and cleaning gearboxes post-race, ready for testing to check for any damage
- General race gearbox light maintenance and repair such as replacing oil seals, filters, Heat shields, wiring, etc.

2018 - Northern Automotive Solutions - Quality Technician

- Ensuring the quality and consistency of each line within a press shop
- Using NAS computer software to log data of components from each line within the press shop
- Work with mechanical engineers and other quality technicians to fix problems within each line to improve efficiency and reduce rejected parts and/or waste
- Responsible for making sure everyone is working in a safe environment by inspecting PPE and ensuring safe working practices are being carried out

2017 – Northern Automotive Solutions - Production Line Operator

- Producing interior components for companies such as Jaguar Land Rover, Volkswagen, Aston Martin, and a few others
- Responsible for a smooth and efficient running of an injection mold machine
- Logging all parts to ensure I can constantly improve my performance through target setting and adapting to each situation

2016 - Ebbw Vale Dominoes – Part-Time Delivery Driver / Food Preparation

- Providing great customer service by dealing with customers face-to-face and over the phone
- Adhering to health and safety rules in all areas of the workplace
- Preparing orders for either in-store customers or deliveries
- Delivering food to customers

Hobbies & Interests

Physical Activity

Enjoy lots of physical activities such as cycling, hillwalking, resistance training, and High-intensity interval training in order to maintain a healthy lifestyle.

Technical Hobbies

Enjoy many technical hobbies such as coding, web development, 3d printing, computer-aided design, videography, and e-commerce.

Interests

When trying to relax some interests include, gaming, traveling, Formula 1, and the UFC