Daniel Ellis

Looking for Retail and Customer Service Roles.

Daniel Ellis (21 Apr 1994)

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Skills

- Native English speaker with conversational understanding of German.
- Excellent verbal and non verbal communication, a key trait learned from working with a massive variety of individuals from a large number of backgrounds.
- Good command of an efficient retail environment, leading from the front and delegating tasks to a large store team. Understanding that feedback is critical in a fast paced retailer.

Experience

Aldi Stores LTD / Assistant Store Manager / Deputy Store Manager / Store Assistant / Stock Assistant

Nov 2013 - Oct 2019, Salisbury, UK. Full time 48+ hours.

- Responsible for managing figures and key performance indicators such as sales & forecasting, customer satisfaction and productivity.
- Due diligence such as health and safety, weekly and quarterly corporate updates and providing training for staff development.
- Staff scheduling, disciplinary procedures, performance management and hiring.
- Leading and driving staff in a positive manner to push the store forward at all times.
- Responsible for setting up old stores to a new format, due to my high work rate.
- Responsible for managing customer service and satisfaction scores along with other KPI's.

Restless Development (ICS) / International Volunteer

May 2013 - Oct 2013, London & Winchester UK / Ganjam, India. Voluntary Role.

- Public speaking, team building and event organisation.
- Trained in various disease prevention techniques to assist in events organised by the charity to help locals in India.
- Tasked with raising public awareness and £1500 to assist in the region I was working with.

Education & Training

Code Institute/ Fullstack Web Development (Predicted First Class Honors: EQF Level 5)

Feb 2019 - Present, Berlin, Germany.

An online course accredited by the Napier University Edinburgh. This Diploma has enabled me to understand how the web works, how to write frontend applications using HTML, CSS and preprocessors and JavaScript. Whilst also teaching me the Backend configurations of Data Centric Development, working with SQL, Python and using Django/Flask to create fullstack projects.

Aldi Academy / Various Courses

Jun 2014 - Jul 2018, Swindon UK.

During my time in management within the Aldi corporation they provided me with regular training and courses such as:

- Assertiveness, conflict management & resolution.
- Effective training, succession and development implementation.
- First aid, health & safety and many more.

PETA LTD / NVQ Level 1   (EQF Level 2)

Aug 2012 - Dec 2012, Winchester, UK.

This was a two part NVQ, in which I earned a distinction, consisting of:

- Business Administration: learning the administrative side of a business, telephone manner, face to face communication, presentations etc.
- Customer Service: Learning about customer satisfaction and helping to develop interpersonal skills within a customer facing environment such as proactive and passive service.

Peter Symonds College / A* + A Levels   (EQF Level 4)

Sep 2010 - Jul 2012, Winchester UK.
- Film Studies: B
- Sociology: B
- Classics: C
- Computing: C

Personal Information

Hobbies & Interests

- I am an extremely active individual who loves being on his feet, I spend my downtime in the gym and swimming pool.
- I have a passion for cooking, baking and great food in general.
- I also have a great interest in history and mythology and read to that books within this spectrum
- Whilst not at home I like to spend my holiday time travelling and last year I attained an open water diving qualification and am looking forward to exploring many more reefs in the future!