

Daine Jackson

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Personal and professional profile

As a graduate from Sheffield Hallam university, I have gained extensive knowledge of various aspects of IT through my degree. With a passion for learning and keeping my knowledge at the forefront of current IT developments, this allows me to stay up to date with technology. A level head and a rational approach to problem solving enables me to resolve IT technical issues, fast and reliably. As an excellent communicator I have the ability to explain technical procedures in a practical and user friendly way. My time spent working within the hospitality industry has allowed me to gain vital customer service experience, in many different circumstances, leaving me confident in almost any situation. It also enabled me to gain the skills to not only working as part of the team but also as a leader or an individual with initiative.

Key skills

- Network management – Creation and maintenance of networks
- Ability to navigate multiple operating systems, such as; Microsoft, Linux and Apple
- Capability to operate windows server
- Understanding the use of programming languages C++ and python.
- Building and maintaining computer hardware
- The knowledge and ability to use a variety of different computer security systems and tools
- An in-depth knowledge of internet and mobile security
- Team management
- Effective communication
- Exceptional time management

Previous Employment

09/19 - Current - Big Tree, Greene King - Chesterfield Road, Sheffield

01/19 - Assistant Manager - Devonshire Arms, Greene King - Herries Road, Sheffield

03/18 – 01/19 - Supervisor-Porter Brook Pub, Greene King - Ecclesall Road, Sheffield

02/17 - 03/18 - Duty Manager- Waggon & Horses- True North Brew Co. – Abbeydale Road, Sheffield

09/14 – 02/17 – FOH/Kitchen Team Leader - Greene King – Abbeydale Road, Sheffield

05/14 – 09/4 – Team Player – Cocked Hat Pub - Spirit Pub Company- Gosport, Hampshire

Key Responsibilities-

- Staff management; anything from hiring new employees, training new employees. keeping track of employee's absence, time keeping and escalating where appropriate, and overall encouragement of effective teamwork and communication.

- Providing excellent Customer Service which includes dealing with customer complaints and difficult enquiries.
- Proactive email management to ensure prompt response of priority messages.
- Managing the companies' social media accounts, such as Facebook, Instagram and twitter.
- Use of database to record all financial, stock and employee records.
- Use of spreadsheets to create formulas for pricing and budgeting.
- Organising events, which includes; marketing/promotion, liaising with leading brands, overall management of the event and ensure safety standards are complied with.
- Cash Handling, including doing the weekly banking and keeping financial data up to date.
- Stock Management, including ordering supplies and keeping track of stock levels.
- Liaising with suppliers to ensure optimum levels of supplies and avoid late deliveries.

Education and qualifications

BSC Hons Computing – Sheffield Hallam University - awaiting grade

BTEC extended diploma ICT - John Leggott College – D*D*D* (D* – distinction star)

A- level Leisure studies John Leggott College – B

12 A*- C GCSE's – Including; maths, English, science and ICT – FoxHills technology college