

GIFTY WANZOLA

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PERSONAL PROFILE:

With an innate interest in technology, I have taken the leap to commit to a career in this field. I have been coding as a hobby for over one year now, focusing on JavaScript and HTML/CSS. As I have a particular passion for the former, I have enjoyed engaging in fun and interactive courses via Codecademy and have successfully passed many challenges on the CodeWars web app. I feel the time is right to take a further step by increasing the scope of this challenge to the working world, in an attempt to reinforce my knowledge whilst aiming towards a successful long-lasting career in tech.

EMPLOYMENT HISTORY:

Trading Assistant at Sainsbury's: *April 2022 – Jan 2024*

My role as a Trading Assistant developed significantly over the course of my employment here due to the volatile and often highly trafficked nature of the store. In the early months I quickly developed skills that would allow me to fulfil more than my role required and perform to the highest standard, which was recognised by both managers and store managers on many occasions during my employment. These include:

- Going above and beyond to provide exceptional customer service
- Being a team-player: supporting my team on many occasions with my flexibility and availability
- Assisting in training and sharing knowledge with colleagues, including accepting orders & deliveries, managing tills, merchandising and delivering great customer service.
- Using my initiative and adaptability to manage a fast-paced, dynamic and relentless atmosphere. Thus, becoming trusted to closely assist managers with their roles, which involved being in charge of waste (reductions, disposals & updating stock data based on shelf availability) health and safety procedures and handling customer complaints & refunds.

The credibility earned gave me the platform to go on to manage large portions of shifts as a "responsible colleague": performing the duties of the active manager when they were no longer available on shift. These duties required directing my colleagues and supervising in and out-of-store traffic (the latter in the form of Uber deliveries), in addition to adapting to the spontaneous nature of the busy store to ensure that closing processes could be performed both on-time and to the highest standard.

EDUCATION & QUALIFICATIONS:

A-Levels in Philosophy, Psychology & French (including EPQ)

(Grades: A-B)

2017 to 2019 – Laswap Sixth Form College – London, Camden

11 GCSE's include Math, English Literature and Language, French, Spanish, Triple Sciences, Business Studies, Geography, Design Technology

(Grades : A-C)

2011 to 2016 – William Ellis Secondary School – London, Camden

APPLICABLE SKILLS:

My communication and interpersonal skills are two great skills I possess, which I displayed proficiently in my previous role as a Supervisor in a high-end, Central London store – tailored toward cyclists. The role required building a rapport with corporate clients and liaising with directors (both verbally and in writing) whilst providing a swift and efficient service with an emphasis on upselling products. On two separate occasions in my short tenure, I became the sole vendor of the highest ticket item in the store as a result of my great communication skills and relatable, honest approach.

Technological issues are a commonality of any/every modern-day business. In my recent role as a Trading Assistant I was recognised for my leadership, initiative and technical prowess and therefore trusted with the responsibility of troubleshooting such eclectic issues, often in the midst of a busy store. This could involve reinforcing and troubleshooting the functionality of self and assisted scanning machines which either required communicating with external technical support or taking initiative in identifying and solving the problem, which aided in easing the pressures and frustrations of colleagues and customers alike. Colleagues gained the freedom to focus on other essential tasks and customer dissatisfaction was mitigated. My natural curiosity and enjoyment in “getting my hands dirty” provide a great foundation for my understanding of technology and often compel me to explore the possibilities and potential of the tech at my disposal.