

ARRON WARE

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PERSONAL STATEMENT

I am an enthusiastic and organised individual who is interested in teamworking in a customer service environment. Volunteering in the busiest charity shop in the centre of Manchester has given me valuable customer service skills that I believe make me perfect for this role. I have extensive experience with technology and great IT skills which would allow me to settle into this customer service environment quickly – I studied computing at college and I refurbish old computers as a hobby. I am very proficient at using Microsoft suite software.

I am often told I have a cheerful disposition, and I get on well with the older generation as well as being able to socialise with those my own age - I attend a monthly sewing group with older people at my local library. This unique perspective would make me the perfect person to help out customers with their queries, as I am used to conversing with every age group.

EDUCATION

2022-2025

Manchester Metropolitan University Undergraduate Sound and Music Design (2:1)

- Created my own instrument out of discarded materials such as wine bottles and glasses, by attaching contact microphones on various elements inside the instrument, routing the current from them through speaker cable and out to instrument cable sockets.
- Created sonic branding material for podcasts, these were short sonic themes for the start, interlude, logo, and end of the podcast.
- As part of a branding unit, I used my experience as a web developer to create my website from scratch (arronware.com).
- Created an entirely original piece to be performed as a group. This developed my teamworking skills as we were paired with people of different backgrounds and skillsets.

2019-2022

Grimsby Institute College

- BTEC: Level 1/Level 2 Information and Creative Technology (Double Distinction*)
- T Level: Digital Production, Design and Development (Merit)

2014-2019

Oasis Academy Immingham/The Academy Grimsby

- GCSEs: Triple Science, English Lit/Lang, Mathematics, Film Studies, Computer Science, History
- BTEC: First Award in Creative Digital Media (Merit)

RELEVANT EXPERIENCE

11/24–6/25 **Retail Volunteer - British Heart Foundation, Manchester Piccadilly**

- I learned vital teamworking skills whilst working with my colleagues to organise stock and help different customers with their needs. I enjoyed meeting the different people who walked through the door of the shop each day, as I am a sociable person. I often dealt with customer queries and complaints, and enjoyed finding solutions to their problems.

10/21–03/22 Web Developer - Boysen B

- I was tasked with producing websites that aimed to educate on various impacts of climate change. This developed my teamworking skills in a web development context, as the impact calculations I undertook utilised many factors which required group communication.

04/17 Customer Service Tech Support - DFDS Seaways

- I had 2 weeks work experience at DFDS Seaways, where I spent a day with the software developers and with technical support. This required me to be on call with dispatch and configure the new office machines, which has furthered my confidence in communicating with specialised vocabulary whilst problem-solving, as well as giving me vital customer service and support skills.

06/22 Microsoft: Azure AI Fundamentals

- Gained insightful knowledge into AI and machine learning concepts to attain a certification in Microsoft Azure services.

ADDITIONAL SKILLS

- I have a very hands-on approach to things and love taking apart technology to see how it works. I gutted an old iMac to refurbish it into a new monitor which I now use daily.
- As a hobby, I modified an old synthesiser by retrofitting an FM synth on a raspberry pi zero, replacing the original damaged components. I decoded the keyboard matrix to translate the original keyboard inputs into MIDI.
- Have basic proficiency in Python.
- I am skilled at designing complex websites using HTML, PHP, SQL and CSS.
- I have basic proficiency in video editing using software such as Adobe Premiere Pro. I am well-experienced in graphic design using software such as Adobe Photoshop and GIMP.

INTERESTS AND ACTIVITIES

I am a polite, well-mannered, punctual individual who enjoys meeting people from all walks of life. Regularly attending my university's film society meetings has strengthened my communication skills and my ability to converse with new people who share different tastes. I spend most of my free time refurbishing old technology, and taking photos using both digital and film SLR cameras.

CHARACTER REFERENCES

- Shannon Norris – Programme Leader for Computing at Grimsby Institute of Further & Higher Education. Email Address: norriss@grimsby.ac.uk
- Joanna Finley – Manager for British Heart Foundation, Manchester Piccadilly. Email Address: M36@bhf.org.uk