

ARRON WARE

07498 634165

arronware77@gmail.com

PERSONAL STATEMENT

I am an enthusiastic and hardworking individual who is interested in teamworking in a retail 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 worked the till at peak times, helped customers with their requests, and organised stock both on the shop floor and in the storeroom. I also have experience in preventing thefts and dealing with shoplifters, which were common in a busy city centre. I would always seek out a new task to accomplish to maintain productivity when I was waiting for new instructions, such as reorganising the stock on the shop floor or socialising with customers.

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, where we handmade reusable shopping bags to donate to struggling families. 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 original pieces to be performed as a group, which developed my teamworking skills when working with people of different backgrounds and skillsets.
- Developed my communication skills when presenting different ideas to my peers, and developed my punctuality and work ethic.
- Created a website using HTML which reflects my personal branding. (arronware.com)

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 Cashier - British Heart Foundation, Manchester Piccadilly**

- I learned vital customer service skills whilst working the till and standing by the door to greet customers and check for shoplifters. I also frequently worked below the shop floor organising stock and preparing them to be put on display. Volunteering here developed my teamwork skills and inspired me to pursue further work in the retail sector. I enjoyed meeting the different people who walked through the door of the shop each day, as I am a sociable person.

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 Agent - 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.

POSITIONS OF RESPONSIBILITY

9/22-6/25 **MMU Film Society Member**

- As I am passionate about film, I regularly attended the university's film society meetings. This has strengthened my communication skills and my ability to converse with new people who share different tastes.
- I started a Photography Society at university that averages 20 members.

ADDITIONAL IT SKILLS

- Have basic proficiency in Python.
- Advanced proficiency in Microsoft Office and Outlook software.
- I am skilled at designing complex websites using HTML, PHP, SQL and CSS.
- 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. I spend most of my free time taking photos using both digital and film SLR cameras, watching a wide range of films and researching music history.

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