

# Ben Hamilton

Team Manager



My name is **Ben Hamilton** and I'm looking for a challenging new career path. I am a confident and highly organized professional with experience in busy offices and customer-facing environments. I am meticulous in collecting data and presentation, setting up and maintaining records, incorporating critical information and running high quality reports and analyses in the requisite style and format. Rapidly assimilating, learning processes applicable to in-house operations with relative ease.

## Experience

May 2019 –  
Present

### Office Angles

#### *Front Desk Receptionist & Barista*

- Answering and directing phone calls
- Logging parcels and delivery notes into spreadsheets
- Franking mail
- Arranging courier's through TNT, Special Delivery Royal Mail and Interlink
- Welcoming visitors
- Hospitality work
- Looking after sales workers and clients needs
- Scheduling maintenance on equipment
- Preparing and delivering clients orders

Sep 2007 –  
May 2019

### Co-Op Food Group

#### *Team Manager*

Respected leader of a large workforce, carried out various management tasks and delivered KPI's.

- Implementing team goals and objectives
- Supervising, training or guiding team members
- Mediating any interpersonal issues
- Inspiring and motivating team members
- Providing effective feedback to team members and to senior management
- Managing remote teams
- Utilizing technology effectively
- Being knowledgeable about each team members job role

## Skills

- Supervising Office Protocols & Procedures
- Skillful Communicator
- Writing & Editing Reports
- Maintaining Accounts
- Time Management & Prioritization
- Providing Team Leadership & Support
- Running Information Management Systems
- Handling Customer Relations

## Personal Info

### Address

Line 1

Line 2

Line 3

### Phone

+44 1234 567890

### Email

[hamilton\\_ben@aol.com](mailto:hamilton_ben@aol.com)

**Jul 2006 –  
Jun 2007**

**Jacksons Sainsbury's. Leicester, Bede Island**  
***Sales Assistant***

Served customers and worked deliveries.

- Handling cash
- Delivering great customer service
- Stock replenishment
- Using company specific technology to carry out vital daily tasks

**Jun 2004 –  
Jun 2005**

**Hamilton Precision, Buckingham**  
***Secretarial Assistant***

- Database entry with Excel / Paragon
- Email management using Outlook
- Typing documents using Word
- Answering Telephone calls and directing to correct departments
- Greeting guests/ filling out visitors book
- Signing in/ sending off and delivering parcels

**Jan 2003 –  
Jun 2004**

**Alldays/Co-Op, Towcester**  
***Sales Assistant***

General till and stock work.

**Sep 1999 –  
Mar 2001**

**Silverstone Circuit, Silverstone**  
***Go Kart Marshall***

Safety and medical training. Fire safety. Providing customer service to clients.

## Education & Qualifications

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**2003 - 2006**

**De Montfort University**

BA Business – Result 2:1