
Joseph (Joe) Stokes

Windsong, Shooters Hill, Eythorne, Dover, Kent, CT15 4AX
07766 652959
joestokes1994@gmail.com

Personal Statement

An articulate and efficient communicator who is able to positively influence at all levels. Enjoyment is gained through working in a team environment, with comfort sitting in the form of a team member or effectively leading. Keen to ask questions and seek responses, in order to positively contribute towards achieving favourable solutions. A hard working, articulate, individual driven by positive results.

Education

University of Kent, Canterbury – 2013-2017

Bachelor of Science: Biomedical Sciences, achieving 2:1 honours degree.

- Also completed a supplementary 'Year in Computing', achieving 1st Class Honours.

Sir Roger Manwoods Grammar School, Sandwich – 2005-2012

- Achieving A,B,B,C in A Level History, Biology, Chemistry and General Studies, respectively.
- Achieving 2A*, 6A and 3B grades at GCSE level.

Employment

Kent Football Association

Football Services Administrator – 02/2018 to 07/2018

- Primarily an administrative role that provided opportunities to work across all departments of the business.
- First line of contact to customers through email and telephone enquiries.
- Managed and recorded incoming financial transactions using a Customer Relationship Management system.
- Supported the organisation and delivery of various educational sessions to the public.
- Given a great deal of autonomy and accountability in my work. Effective time management and the ability to prioritise was crucial.

Eythorne Property Management Ltd.

Account Co-Ordinator – 05/2014 to 12/2017

- An administrative role requiring time management, effective organisation and attention to detail.
- Oversee a portfolio of approximately sixty properties, managing incoming rent and making payments to owners, suppliers and contractors.
- Deal directly with tenants and contractors, in arranging and scheduling maintenance, checking progress and managing tenant satisfaction.
- When the need arises, have difficult conversations with various individuals looking for appropriate conflict resolution.
- Exhibit excellent time management to ensure the demands/needs of the business are met.

- Requires an in-depth knowledge of Microsoft Office, namely software such as Outlook, Word, Excel and others.

K Bar, University of Kent Canterbury

Bartender, 09/2014 to 05/2015

- Developing and maintaining positive customer service.
- Quick and efficient delivery of key products, to ensure customer satisfaction.
- Time management required.
- Working effectively within a team of people, to work co-efficiently through busy periods.
- Responsible for cash handling, till-equalising and locking up.

JP Sainsbury's

Shelf-Stacker, 05/2013 to 09/2013

- Management of stock rotation.
- Required significant work ethic.
- Development of key customer service skills, dealing and managing questions and complaints.
- Awareness of food safety and hygiene laws.

Hobbies & Interests

Football Refereeing

The Football Association, 01/2011 to current

- I am currently a Level 3 Referee, having recently been promoted to the Contributory List in May 2017.
- Represented the Kent FA at the Iber Cup in 2013, as well as previously being a member of the Kent FA Academy and Kent CORE.
- Represented The Football Association at the Danish Exchange in 2014, as well as being a member of FA CORE.
- Key skills include building operational relationships, influencing people, making key decisions under pressure, handling and managing difficult conversations and self-evaluating.
- Managing time is an important element to the role, as well as exhibiting excellent team work and a strong work ethic by promoting camaraderie.

Skills

- Full driving license with own transport.
- High level of experience working with MS Office, including Outlook, Word, Excel and PowerPoint.
- Knowledge of programming, web-development and data-analysis.
- Experience and self-control in time management, notably working to multiple deadlines.
- Ability to work suitably under pressure.
- Ability to work collaboratively in delivering projects within time constraints.
- Excellent communication skills, with a high level of know-how in delivering a great quality customer service and experience.
- Experience, and comfort, in presenting to an audience.
- A high degree of intuition, with enjoyment in having a level of autonomy to solve problems and seek solutions.

References

References available upon request.