

Jamael Erving, Web Developer

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PROFILE

Highly skilled retail professional with 10 years of experience in sales, customer service, and team management. Recognised for exceptional communication and interpersonal skills, as well as a keen eye for detail and commitment to delivering outstanding results. Seeking a transition into the field of web development as a Full Stack Web Developer to pursue a passion for coding and web technologies. Combining a solid foundation in retail operations with a strong aptitude for learning and problem solving, I am eager to leverage my skills and experience to excel in a fast-paced world of web development.

EMPLOYMENT HISTORY

May 2013 — Mar 2017

Retail Associate, HomeSense (Tjx Europe)

Manchester

As a Retail Associate my previous role, I played a pivotal role in ensuring the smooth operation of the store by efficiently handling various responsibilities. These included till operating and cash handling, recording damaged stock correctly on the system, allocating stock to clearance in line with company standards, and assisting with store preparation for senior store visits during night shifts. I was also responsible for fitting new fixtures and supporting store layout changes, providing general customer service, including handling complaints, and using my training in pallet trucks to efficiently and safely offload deliveries. Additionally, I actively contributed to the successful opening of new stores across the UK, demonstrating my adaptability and flexibility to different store environments. As part of my professional development, I had the opportunity to complete a 3-month placement in Homesense Edinburgh, gaining valuable experience and contributing to the store's operations. Overall, my role as a Retail Assistant involved a diverse range of responsibilities, requiring attention to detail, excellent customer service skills, and the ability to work effectively in a fast-paced retail environment.

Mar 2017 — Mar 2023

Team Leader, HomeSense (Tjx Europe)

Manchester

As a Team Leader, I held a crucial position in managing the operations of the team and ensuring smooth and efficient store processes. My responsibilities included overseeing deliveries to ensure they were correct and complete, managing stock flow to ensure optimal inventory management, and providing guidance and assistance to other associates to ensure they performed their roles effectively. I also handled telephone and in-store enquiries, ensuring excellent customer service and resolving any issues or concerns promptly.

In the absence of the Store and Deputy manager, I adopted their role and responsibilities which exceeded my roles and responsibilities, I would ensure the associates time cards were up to date to fall inline with payroll, keep the district manager up to date with sales and targets for the day, editing the daily and weekly schedule to keep the store at a high performing level, health and safety checks of the store, taking part in conference calls from the District manager gathering tips and ideas going forward whilst still ensuring seamless store operations and maintaining a high level of customer satisfaction. I actively managed and supported procedures to stay within the weekly sales targets, analysing sales data, and implementing strategies to increase business sales. Additionally, I played a key role in training and educating new staff, providing on-boarding and ongoing training to ensure they were equipped with the necessary skills to perform their roles effectively.

My role as a Team Leader required strong leadership skills, the ability to manage and motivate a team, and excellent problem-solving abilities. I consistently demonstrated initiative and used my creativity to implement strategies that resulted in increased sales and improved store performance. Overall, my role as a Team Leader was critical in maintaining efficient store operations, ensuring excellent customer service, and achieving sales targets while providing leadership and support to the team.

EDUCATION

2005 — 2010

Wright Robinson Specialist College

Manchester

GCSE Mathematics D

GCSE Physical Education C/C

GCSE English D

GCSE Music D

GCSE Design & Technology

B-TEC Business Studies A/A/A/A

B-TEC Physical Education C/C

B-Tec Science C

2010 — 2011

National Diploma, Stockport College

Stockport

Fitness training & programming Pass

Practical team sports Pass

Sports nutrition Pass

Exercise, health & lifestyle Pass

Sport & recreation Level 2 Pass

2011 — 2012

B-TEC, Barnfield College

Stockport

Functional Skills English Level 1

Functional Skills Maths Level 1

Leading health related activity Level 2

SKILLS

Working under Pressure

Expert

Critical thinking and problem solving

Skillful

Front-End Development

Skillful

Backend Development

Beginner

Communication Skills

Expert

Leadership and Teamwork

Expert

HOBBIES

In my free time, I enjoy staying active and healthy by going to the gym regularly. I find that it helps me not only physically but also mentally, as it allows me to clear my mind and stay focused. I am also passionate about playing football, as it combines my love for sports and camaraderie with a team. It's a great way for me to unwind and have fun. Additionally, spending quality time with my family is important to me. Whether it's going on outings, having meals together, or simply spending time at home, I cherish the moments I get to share with my loved ones and create lasting memories.

COURSES

Oct 2021 — May 2023

Full Stack Web Development, IT Career Switch

REFERENCES

Fiona Baxter-Smallwood from HomeSense (Tjx Europe)

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Gohir Manzoor from HomeSense (Tjx Europe)

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