Leo Smith

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## Professional Profile

From my six years in wholesale, and warehouse environments I possess an invaluable knowledge of customer service, products and business operations. Boasting a consistent, proven track record of successfully employing best practice, including confidently performing at a managerial level. My positive attitude and outgoing personality aid my ability to interact with colleagues and customers in an efficient and helpful manner. I thrive working with the public, dealing with queries and solving problems. My background as a manager also means I am a confident person, who is capable of assuming a lot of responsibility and working on my own initiative, who is quick to learn new processes and procedures and able to multitask and work in a busy environment without compromising standards, whilst adapting to pressurised situations easily. I am always flexible in my approach to my work and have an ambitious drive to succeed in whatever task I am given. With a constant desire to learn new skills and a clear objective of my future goals I am keen to develop my career within a progressive and responsive organisation.

## Key Skills

* The ability to communicate effectively within a clear and concise manner.
* I have a high capability regarding software and IT and I am competent to use Office Suite and quick to learn in-house operational systems.
* I am self-motivated and pride myself on my attention to detail.
* A good knowledge of data protection, compliant with industry standards following GDPR.
* An organised, and flexible individual happy to adapt comfortable working a variety of shifts.
* I am a proactive self-learner always keen to expand knowledge and continue to develop.

## Education

**April 2019 – Present The Open University, BA (Hons) History**

Studying towards a degree and I am mid-way through year one of a part time six-year program.

**Sept 2004 – July 2009 Pewsey Vale School, Pewsey.**

Studied and obtained six GCSE’s; English, Maths, Science, French, Religious Studies and Music.

## Employment History

**April 2019 – Oct 2019 The Lunch Company, Catering Assistant, Bath.**

I left after only six months for an opportunity of a higher paying role, however after leaving, the new position fell through. In this role I worked Front of house, and in the kitchen preparing orders:

* Through daily interactions with local residents and corporate clients I was responsible for building relationships, and representing the company to the highest standards.
* The role required me to be very flexible to the needs of the business from accepting receipt of deliveries to responding and preparing telephone order for corporate lunches, this often required working under pressure, remaining level headed to ensure orders could be produced on time, alongside preparing customers’ orders within the café.
* I always conveyed a passion for delivering the best possible experience to customers.
* Preparing food and beverages in compliance with Health and Safety, whilst working towards a level 3 Food Hygiene qualification.
* Taking customers’ orders using till, assisting with enquires and creating a welcoming and friendly atmosphere whilst efficiently serving customer.
* Taking coffee orders using an espresso machine. Taking deliveries of stock and restocking.

**Jan 2018 – Jan 2019 Consumables Solutions LTD, OneTeam Store Manager, Portsmouth.**

In this role I was operating as the manager for a wholesaler, supplying various consumables, which was open to trade and the general public, key duties outlined below:

* Being the front man for the company’s direct customer relations was paramount to the success of the business, it was my responsibility to ensure smooth operations in the store.
* I was required to ensure efficient aspect of the store in particular maintaining accurate stock, daily PI counts, ordering new stock and bringing in brand new stock lines.
* By meeting and communicating with customers on a daily basis I was responsible for building relationships, with a conscious awareness I was representing the brand to the highest standards; it required a polite and professional manner.
* This role required me to be very flexible, adapting to the needs of the business from early mornings start’s receiving deliveries and to late nights closes as I was a key holder.
* I was required to demonstrate leadership qualities that required me to be highly responsive in achieving daily, weekly and monthly targets always aspiring to exceed expectations, whilst conveying a passion for delivering the best possible experience to the customers.
* As a manager I took accountability for collating information and formulating this into the target sheets and maintaining written report orders.
* Replenishment on warehouse, assisting with deliveries. Chasing delayed and late arrivals, Inter-departmental communication between employer and customer. Keeping detailed records of transactions and investigations. Taking responsibility for health and safety.
* I was initially scheduled to be on probation for a six-month period, however due to my competency and successful transition into the role, this was reviewed after 3 months and it was decided to progress straight into a permanent staffing position. I was very proud of this accomplishment and that my hard work and commitment had been recognised.

**Sept 2014 – Dec 2017 Hayden’s Bakery, Warehouse Operative, Devizes.**

I commenced this position as an agency employee, within 8 months I was made permanent. This was a versatile role working as a Warehouse Operative; working across production and dispatch:

* Adapting to the needs of the business, working days, nights, weekends.
* Driving multiple Fork lifts taking deliveries and replenishment.
* I was using Stevens Traceability Software and Sage when inputting deliveries into the warehouse database and for stock checking, stock traceability.
* I have been trained in handling Allergens, CCP, COSHH, and HACCP.
* Picking and shipping, Ambient, Chilled and Frozen stock for multiple customers.
* Working as part of a team providing support and assistance to colleagues within a multi-cultural and diverse workforce, often requiring excellent communication skills.

## Additional Qualifications / Professional development

* Web Development – HTML, CSS, Java, Python, Databases, Udemy/Solo Learn, 2022
* 2D/3D Game Development Unity C# - Includes World and Character Design, Udemy, 2022
* Level 3 Food Hygiene, City and Guilds, Virtual College, Sept 2019
* COSHH, In-house Hayden training, Dec 2017.
* Level 2, Hazard Analysis Critical Control Point, HACCP, John Academy, Dec 2017.
* ROSPA Accredited inhouse training - Health and Safety Representative, Oct 2016.

## Interests and activities

I am someone who can often be found in the garden, passionate about growing my own produce. As someone who believes in lifelong learning and keen to grasp every opportunity, I have recently enrolled on a photography course to use DSLR. I am also a gaming and computer enthusiast who loves baking, creating anything from laminated doughs, breads, Belgium buns and a lot of cake.

**References are available on request**