

William MacDougal

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PROFILE

An enthusiastic individual with a passion for customer service and quality. A team player and a quick learner, taking pride in adapting to and solving problems. I work well under pressure and have a customer first mindset.

EXPERIENCE

**Sales assistant - Springfield Mall // Springfield, Harvey's quay//
September 2023 – present**

ROLES AND RESPONSABILITIES

- Provide excellent customer experience by being polite and helpful to customers, answer their queries to the best of my ability and to find someone who can if I can't.
- Taking an inventory of the stock on the shelves of the section I've been assigned to, getting the correct amount of stock from the stockroom, and placing it in the correct space on the shelf in a time effective manner.
- Responsible for facing off the section I've been assigned to, which involves making sure that all the empty spaces between stock items are filled to make the shelves look full.
- Responsible for stock rotation of the section I've been assigned to, this involves making sure that the stock with the longest shelf life is placed at the back of the shelf and that stock with a shorter shelf life is placed at the front.

CREW MEMBER

Krusty Burger // Springfield dock, Springfield //
June 2021 – July 23

ROLES AND RESPONSABILITIES

- Communicate well with customers by being polite, greeting them with a smile, active listening and give them full attention and then assist in whatever way I can.
- Providing excellent customer experience by upholding the company values of; ◦ Putting our guests and people first ◦ Being inclusive of everyone ◦ Doing the right thing with integrity
- Working as part of a team to deliver the order correctly and on time.
- Work under pressure. I work in a busy restaurant that requires me to carry out multiple tasks at any time.
- Apply attention to detail, ensuring that all items are included in the order, and double-checking order details on the screen against what is in the bag.
- Apply knowledge learned on the job by mentoring newly appointed crew members.

EDUCATION

ELECTRONIC ENGINEERING WITH COMPUTER SYSTEMS
TUS //Springfield // in progress (Expected Finish Date 2025)

LEAVING CERT

Springfield High //Springfield// 2022

SKILLS + INTERESTS

Skills

Full clean driving license // Native English Speaker // good communication skills

Interests

technology and computers // building computers // maintaining and modifying motorbikes // coding, (c in particular) // video gaming.