

# Max Sherman

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Motivated and experienced student with over 3 years of delivering top-tier service in fast-paced, high-profile environments. Proven ability to provide excellent customer service, work under pressure, and adapt quickly to new circumstances. Seeking a full-time role where I can apply my strong work ethic and passion for customer satisfaction.

## Experience

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**Freelance worker**, YoungOnes – The Netherlands December 2021 – Present

- Worked over 80 shifts, for 16 different employees, in 3 different countries, all awarding me 5 out of 5 stars for my services
- Provided top-tier services, mainly across various hospitality roles, including high-responsibility tasks such as opening and closing restaurants individually and managing small teams
- Working for various employees has boosted my adaptability and communication skills, whilst strengthening useful hospitality skills

**Waiter**, No32. – United Kingdom September 2024 – July 2025

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**All-round hospitality worker**, Sodexo – United Kingdom September 2021 – June 2023

- Provided excellent and quick service to customers at various sports venues throughout the UK
- This job has strengthened my stress resilience, time management and customer-friendly skills

**Waiter and Bartender**, DO&CO – The Netherlands September 2022

- Worked at the Dutch Grand Prix, delivering exceptional service in a pressured and high-paced environment
- Further developed strong time management, customer service, and teamwork skills

**Kitchen porter and Waiter**, In de Kazerne – The Netherlands July 2021 – September 2021

- Progressed from kitchen porter to waiter in a short period of time due to strong work ethic and quick learning
- Provided friendly and efficient table service, enhancing the customer dining experience

## Education

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**University of Brighton**, Bachelor of Science in Computer Science September 2021 – May 2025

- GPA: 80
- **Coursework:** Artificial Intelligence, Cyber Security, Data Structures, Functional and Object Oriented Programming, Mobile Application Development, Web Development

**Stedelijk Gymnasium Nijmegen**, VWO Gymnasium in Applied Sciences August 2015 – June 2021

- GPA: 74
- **Coursework:** Advanced Mathematics, Advanced Physics, Ancient Greek, Art History, Biology, Chemistry, Computer Science, Dutch, English

## Extracurricular

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**Software Development Project Manager**, DRIVEN – United Kingdom June 2023 – July 2024

- Gained leadership and managerial experience in a self-run, early careers team during my undergraduate placement at Jaguar Land Rover
- Contributed towards the design, development and manufacturing of a race car from scratch, which required strong dedication, time management and team-working skills
- Received two DRIVEN Amped-Up awards for my continuous hard work and dedication

**Captain and Welfare Officer**, University of Brighton Men's Hockey team – United Kingdom      September 2021 – April 2025

- Ensured team members' well-being, demonstrating strong communication skills
- Received the University of Brighton Team of the Year award during our 2022/23 season

**Hockey Clinics**, UNION Hockey Club – The Netherlands      April 2019

- Provided introductory hockey clinics to young children to develop organisational and leadership skills

## **Skills**

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**Customer service excellence:** Consistently delivering high-quality service, ensuring customer satisfaction

**Strong adaptability and quick learning:** Quickly adjusting to new environments and mastering new tasks

**Time management and multitasking:** Efficiently managing time to handle multiple tasks and responsibilities

**Effective communication:** Fluent in English and Dutch, currently learning German. Skilled in communicating with diverse clientele and colleagues

**Teamwork and leadership experience:** Proven experience in leading teams and collaborating effectively with colleagues

**High-pressure resilience:** Remaining calm and effective in fast-paced, high-pressure environments

**Conflict resolution and problem-solving:** Skilled in managing and resolving customer complaints professionally

**Health and safety awareness:** Knowledge of food safety standards, hygiene protocols, and emergency procedures

**References available upon request**