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# Stephen Sage - Aspiring Web Developer

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## ABOUT ME

Enthusiastic graduate of Tech Educators Norwich Full Stack Developer Bootcamp with a strong foundation in HTML, CSS, JavaScript, and the MERN stack.

As well as the studying and projects from the course I have also started putting together a portfolio of projects on my GitHub page to help develop my progress.

A keen tabletop gamer, with a strong interest in prompt engineering, mindfulness mindset and content creation.

Seeking a Junior Developer role to apply my box fresh new skills and passion for coding.

References available on request.

## WORK EXPERIENCE

### **The Games Table – Supervisor**

July 2021 – July 2023

- Responsible for the day-to-day operation of the venue, including a team of up to 6 staff and a 70-seat venue
- Implemented ideas to help transition the store from a retail focused to a hospitality focused venue.
- Key responsibilities included keyholder duties, cashing up, stock checks, organising and running events and staff training.

### **The Georgian Townhouse – Senior Bar Staff**

Summer 2017 / April 2018–March 2019 / May 2021 – July 2021

- Managed bar operations, opened the bar, replenished stock and handled cellar management.
- Trained new staff.
- Worked independently from the management team when the venue was exceptionally busy on my own bar or section.
- Responsible for deliveries and stock management.

### **Watsons – Property Hub Agent**

January 2021 – May 2021

- Booked valuations for customers with local branches using a dialler system.
- Handled leads ranging from 2-10 years old, as well as taking inbound enquiries over the phone or email.
- Covered the phones for other departments while staff levels were low.

## **UK Credit – Various Roles (Broker Relations Exec, Underwriter & Inbound Sales)**

March 2019 – October 2020

- Broker Relations Exec : On-boarded new partners while maintaining current relationships with brokers all ready on the platform.
- Underwriter : Analysed lending proposals, made sensible lending decisions while providing as high level of customer service possible.
- Inbound Sales : Guided applicants through the application process and checked eligibility, while working on a dialler system to speak to potential new customers.

## **OSR – Business Development Executive**

November 2017 – April 2018

- Identified new sales leads, pitched recruitment services and expanded on healthy relationships with existing partners.
- Worked alongside recruiters to pace candidates in suitable roles

## **QMS International – Certification Advisor**

October 2016 – May 2017

- Advised clients on how to gain ISO certification, managing sales pipeline and providing excellent customer service.

## **Naked Wines – Wine Advisor**

June 2015 – October 2016

- Interacted with vulnerable customers to re-engage them with the company and wine makers.
- Selling customised wine selections based on customer preferences.
- Hitting sales targets while sticking to the company's values.
- Won Wine Advisor of the Year in 2015

## **Virgin Wines – Various Roles (Senior Wine Advisor & Continuity Team)**

March 2008 – May 2015

- Senior Wine Advisor : Conducted outbound telesales and managed a personal customer base of 1500 customers.
- Maintaining customer relationships to secure customer loyalty and help meet high sales targets based on volume and profit.
- Organised my own email campaigns to be sent exclusively to my own customer base using data cultivated from my own work.
- Continuity Team : Provided customer service for wine club members, managed deliveries, complaints and upsold during peak periods such as Christmas and Easter.
- Was promoted to the Wine Advisor Team after 6 months.