**CURRICULUM VITAE**

**Name:** Thomas Worn

**Address:**  7 Jubilee Way, Countesthorpe, Leicester, LE8 5UB

**Telephone:** 07462577869

**Personal Profile**

I am an outgoing person with a lot to offer. I like to be a good contact and offer good quality face to face customer service. I always like a challenge so I set myself goals and objectives which I always want to achieve no matter where my opportunities may lie.

**EDUCATION / TRAINING**

**Warwickshire College Rugby –** ICT Level 2 Course

September 2010 – May 2011

OCR ICT - Level 2 ICT and Communication

Mathematics Level 2 Course – March 2010 – July 2010

**Heart of England Training Ltd** – Programme led Apprenticeship:

February 2009 – January 2010

OCR NVQ - Level 2 Business and Administration

OCR Key Skills - Level 2 Communication

E2E course: June 2008 – Jan 2009

OCR Key Skills - Level 1 Communication

OCR Key Skills - Level 1 Application of Number

**Avon Valley School & Performing Arts College**:

September 2003 -June2008

GCSEs

Mathematics - D

English Language - E

Science - E

ICT - C C

Physical Education - E

Public Services - Pass Pass Pass

**EMPLOYMENT HISTORY**

**MyHomeMove LTD** CST Team Support – February 2018 - Present

As part of a CST team my job was to take inbound call and deal with the call accordantly. Furthermore as part of my role I had to book appointments with the clients over the phone. Also to chase lenders for a redemption statement and also to release the funds for our clients in order to move house

**DHL NHS** WarehouseOperative/ Stock Control & Goods in **–** May 2014 – February 2018

In my previous job I have worked with all departments from booking stock in on various warehouse management systems i.e red praire. To managing stock control and problem solving, investigating low stock and planning replenishments. I have also gained a lot of experience as a Warehouse Operative where I was required to pick from various locations. Pack the items accordingly for customers needs. When working I am required to use a scanner to ensure that the stock is taken of the stock control sheets.

**Britvic Ltd** Lab Operator – August 2013 – April 2014

As a Lab Operator My main duties are to provide support for the lab. My main duties were to collect water samples from various locations in the factory. Also to Test Finished product and swabs that are brought to the lab. Furthermore to log all tests that are done in the logs and on spreadsheets which are used to identify what type of test that was carried out. Make media which are chemicals that are used in the testing of various products, waters and swabs that are tested..

**Costa Coffee:** Barista – September 2012 – June 2013

When Working at Costa Coffee my role was to provide excellent customer services whilst on duties. To take orders on the till and use the correct method to set up the tray for service. Checking the delivery was correct, and to store the items in the correct locations. General cleaning duties in all rooms before and after the store was opened and closed. To rotate stock when needed

**The Fulfilment Store:** Warehouse Operative – February 2012 – September 2012

Checking Stock levels on a database so that we have all equipment available. To

Check incoming deliveries and store in the correct locations in the warehouse. Also to maintain poster quality when packing for the clients. Furthermore to pick from check lists from locations in the factory using a scanner.

**Dunchurch Park Hotel:** Catering and Bar Assistant – January 2010 – May 2012

My Duties was to main a high level of customer service when working in the restaurant or bar area. To set up for weddings and conference events that took place in the hotel when needed. To provide good room service by taking the order and taking it to the room within a allocated time.