

# Jessica Pearson

Lancaster LA1 4XH

[jesspearson96x@gmail.com](mailto:jesspearson96x@gmail.com)

+44 7377 986513

Experienced Shift Manager with a demonstrated history of working in the logistics and supply chain industry. Skilled in Customer Service, Driving Results, Networking, Team Management, and Customer Experience.

## Personal Details

---

**Driver's License:** AM, B, BE, Cars

**Eligible to work in the UK:** Yes

**Highest Level of Education:** A-Level or equivalent

**Industry:** Business Operations, Customer Service, Hospitality & Tourism, IT Operations & Helpdesk, Loading and Stocking, Logistic Support, Management, Other, Retail

## Work Experience

---

### IT Support Technician

Open Ear Music/Imagesound-Lancaster

April 2022 to Present

Role at Open Ear Music:

- Answered client phone calls regarding on-site music issues
- Conducted basic troubleshooting over the phone
- Connected remotely to client devices to resolve issues
- Built and set up devices for clients to play music on-site
- Assisted the music team by sourcing, downloading, and uploading music

Role at Imagesound:

- Answered client phone calls regarding on-site issues
- Provide support for TV screens displaying incorrect information
- Troubleshoot and resolve amplifier and cabling issues

### Shift Manager

DPD UK-Carnforth

September 2018 to April 2022

- Responsible for the smooth running of the PM shift, as well as securing the building at the end of the shift.
- Ensure trailers from Depot and customer sites leave at the designated time.
- Ensure all parcels are collection scanned.
- Ensure depot target for PPMHR is achieved.
- Ensure company target for security searches is achieved.
- Ensure all relevant systems and reports are analysed and updated in a timely manner.
- I work closely with a team of staff and drivers to ensure accurate processing of collections and returns.

- Ensure all targets for the day are hit and update other managers on any issues throughout the afternoon.

### **Customer Service Advisor**

DPD UK Ltd-Carnforth

September 2018 to May 2019

- Answer any queries with relation to delivery status, and supplying Proof of Delivery (POD).
- Carrying out thorough investigations for missing parcels and resolving delivery disputes.
- Taking calls and responding to emails to both internal and external customers regarding the collection or delivery of their parcel.

### **Receptionist**

Diamond Resorts, Thurnham Hall

November 2016 to October 2018

- Checking guests in and out.
- Help with making sofa beds, carrying luggage and general information on the local area.
- Help guests with anything they might have needed during their time staying at Thurnham Hall.
- Assisted other departments whenever needed, eg leisure centre, restaurant, maintenance and housekeeping.

### **Customer Service Assistant**

SPAR-Lancaster

January 2016 to November 2016

- Worked on the till serving customers and scanning items.
- Restock the shelves whilst ensuring the stock was dated correctly.
- At the end of the shift, I would tidy/clean the store by wiping all the fridge and freezer doors, mopping the store, and ensuring all items on shelves were pulled forward.
- Cashing up the till at the end of the night.

## **Education**

---

### **A-Level or equivalent in Creative and Digital Media**

Lancaster and Morecambe College

2013 to 2015

## **Skills**

---

- Shift Lead (2 years)
- Shift Supervisor (2 years)
- Key Holder (2 years)
- Customer Service (9 years)
- Shift Manager (2 years)
- Cash Handling
- Data Entry

- Computer Skills
- Team Member
- Supervising Experience
- Shift Management (3 years)
- Help Desk
- Technical Support
- Service Desk

## Links

---

<https://www.linkedin.com/in/jessica-pearson-23949b205/>