



CHRIS STORER

PERSONAL PROFILE

I am a confident, hard-working and ambitious individual with an excellent track record of management, strong leadership skills, teamwork and the ability to use my own initiative. Through working in various industries, I believe I know how to effectively work in challenging, fast-paced environments particularly when dealing with multiple projects and priorities at the same time. My skill set has been shaped through past job roles and being a member of numerous projects which has taught me how to be adaptable.

I possess excellent customer service skills and problem-solving abilities which have been recognised and rewarded in my previous job roles. I consistently strive to do my utmost in any role and want to create the best possible outcome which I take immense pride in. I feel as though I can be an asset to any professional environment.

WORK EXPERIENCE

Digital Account Manager, FirstFound SEO Consultants

FEBRUARY 2023 - PRESENT

- Managing my workload through handling multiple business accounts simultaneously and prioritising outstanding tasks of 50+ clients.
- Using systems such as 'Screaming Frog', Microsoft (Excel), google search console and analytics in order to create reports.
- Using SEO-specific skills by optimising and migrating websites to a new hosting site.
- Daily administrative tasks such as call handling, following up with clients through reviews, efficient note taking and producing emails to clients and associates.
- Using digital marketing abilities by scheduling social media posts and having direct input on content improvements.
- Using systems such as 'SEM Rush' and 'Serprobot' for keyword research and to create analytic reports on the results of a website.
- Suggesting innovative ways to improve current website rankings for my clients and collaborating in a way which meets the client's needs.
- Ability to 'Upsell' services and packages to ensure business and client growth.
- Experience working independently from home with regular meetings with my colleagues and working cohesively in an office environment.

SKILLS

- Communication and Time-management skills.
- Management skills- Duty Manager trained.
- Creative Individual.
- Strong teamwork and leadership experience in fast-paced environments.
- Well-experienced in customer service roles (7+ years) with a BIIAB Level 2 Award in Customer Service.
- A multi-instrumentalist with 10+ years of experience in the music industry.

EDUCATION

BIMM Manchester 2015-2018

BA (Hons) in Professional Musicianship Drums. Graduated with a 2:1

Joseph Wright College 2013-2015

Extended Level 3 Diploma in Music Performance. Graduated with a D*, D, D

Littleover Community School 2008-2013

Eleven GCSEs A-C awarded, including Maths, English, Music and Media.

ACHIEVEMENTS

- Graduated with a 2:1 from studying at BIMM University, Manchester
- Rockschoool Drum Grades 1 - 8 completed.
- 2nd place in the "5th UK Blues Challenge" for the Great British Rhythm & Blues Festival 2018.
- 4th place in the UK regional college battle of the bands hosted at the LG Arena Birmingham.
- BIIAB Award for Personal Licence and Diageo Bar Academy trained.
- Live performances on BBC ONE, ITV, Twitch TV and at Glastonbury Festival.
- Over 250,000 streams of songs written & performed on Spotify.

REFERENCES

Sam Pickering (Technical Manager - FirstFound)

Samuel.pickering@firstfound.co.uk

Paige Martin (Assistant Venue Manager - O2 Apollo Manchester)

Paige.martin@livenation.com

Andrew Wood (F&B Manager - Crowne Plaza Manchester)

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Breakfast Supervisor, Crowne Plaza Manchester City Centre 4-Star Hotel

FEBRUARY 2022 - FEBRUARY 2023

- Running and managing both the breakfast and lunch staff to maintain standards and provide excellent service in a 4-star hotel.
- Duty Manager trained. Responsible for fire and evacuation safety
- Administration experience with Squirrel software checking daily and weekly reports.
- Cashing up tills, organising stock and orders.
- Organising table bookings for corporate parties, VIP guests and Crowne Plaza guests, through platforms such as Groupon and OpenTable.
- Attending daily meetings with management to highlight successes and failures and how to improve moving forward.
- Delegating specific roles to members of staff in all departments to ensure tasks are completed.
- Designing menus and special offers to boost sales.

Bar Supervisor, O2 Apollo Manchester

JUNE 2018 -JUNE 2023

- Team leader for bar staff with direct communication with management and security.
- Responsible for training new members of staff and guiding them through any difficulties and challenges.
- Excellent customer service abilities by handling customer complaints or issues, no matter how complex or stressful.
- Oversee financial management by cashing up tills and cellar management, including changing kegs and gas.
- Stock management to assure that pricing and organisation are correct.
- Working in a fast-paced environment with strict deadlines.

Caddy Shack Receptionist, Course Marshall & Bartender, Junkyard Golf Club

SEPTEMBER 2018 - AUGUST 2021

- Effective teamwork abilities with strong communicational skills between all points of the venue including security in order to provide a steady flow of the courses.
- Being reliable and capable of working across all departments when support is needed.
- Greeting and assisting customers by being their first point of call and dealing with any queries/ problems.
- Taking and amending bookings.
- Assisting in training new members of staff and cross-training current staff between departments.
- Organising corporate events and parties; including organisation of tokens and packages.
- Health and Safety awareness and problem-solving with equipment or potential trip hazards on courses.