

# Zak White

Blackburn  
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I left school at 16 worked and gained promotion to shift manager in a McDonald's within a year due to my exceptional customer service and attention to care and detail. I then moved to a laboratory fluid technician and bar worker in which I achieved bar manager status and line leader role within 5 years. I decided to gain education in a new fields and I came out with a diploma in higher education in graphic communication and a certificate of higher education in criminology. After my educational years (2019-2023) I decided to create an online shop and pursued my own interest selling various goods from a variety of backgrounds for a year which went very well and meant I was able to sustain an income as well as support my family financially and help with the children at home to maintain a good balance in life and fill my pool of knowledge and skills even further. I bring a positive energy with me towards everything in life and

I am delighted to work with. I adapt to all types of people and situations very quickly and can go from casual to professional in an instant making me very versatile. I notice lots of small details others miss or overlook with the intention of promoting a high standard to maintain positive results and feedback which I apply on all areas of my work and life.

## Personal Details

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**Driver's License:** Cars

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

**Highest Level of Education:** Diploma of Higher Education

**Industry:** Other

**Total years of experience:** 5

## Work Experience

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### **Customer Assistant, Marks & Spencer**

Marks & Spencer-Blackburn

December 2019 to January 2022

- Deal with any and all customer service queries
- General stock taking and Rotation duties
- Cash handling working on Tills
- Responsible for unloading large deliveries using a scissor lift and trucks and other tools
- Product pricing and regular date checks
- Picking stock ready for distribution onto the shop floor
- Keeping work areas clean and safe at all times
- Occasionally assisting with cafe and bakery team
- Up-Sell certain products at times of promotion
- Encourage customer feedback via a survey
- Sorting through large selections of clothing into groups

- Some general D.I.Y and maintenance
- Key holder, responsible for opening/closing and setting alarm
- On call for alarm triggers.

### **Production Operative**

Totally Wicked-Blackburn

September 2013 to April 2019

- Mixing, Filling and labeling bottles of E-liquid
- Work with and lead teams on production lines and machines.
- Write production S.O.P's for current and new staff
- Place orders for stock and Qc relevant deliveries
- Work on own or in teams to produce high numbers of stock
- QC check 1000s of bottles daily and report all findings.

### **Bar Manager**

The Foresters. Old Toll bar, Red Lion, Tiki Monkeys-Blackburn

December 2015 to February 2019

- Serve customers a variety of drinks and snacks
- Maintain stock levels and change barrels
- On hand security and able to deal with difficult customers
- General cash handling and till counting at end of shift.
- Maintain professionalism and have good judgemental calls
- Key holder, responsible for locking up
- Handle and any all customer complaints
- Up-Sell products and promotions
- Encourage customers to participate in activities
- Host quiz nights, games nights and pub sport matches

### **Shift Manager**

Mc Donalds-Blackburn

January 2013 to December 2013

- Serve customers on till and drive through to high standards
- General cash handling and responsibility for cash float
- Deal with any customer request or complaints. nicely.
- Keep Up to date with company s.o.p.'s and promotions
- Be Flexible with ever changing hours and lengths of shifts.
- Keep store clean and tidy at all times and lock up at night,

### **Customer service Asst.**

Warehouse Op-Blackburn

- Maintain stock levels on shop floor and in stock room.
- Accept, Handle and QC all incoming deliveries
- Adhere to strict schedules to maintain max efficiency
- Maintain high levels of customer satisfaction when serving
- Open/Closing store for staff and customers. Set alarms.
- Gain survey responses and up-sell to customers.

## **Sales**

Acorn Magazine-Accrington

- Identify potential clients to advertise in magazine
- Make first contact with potential clients
- Creating and dealing with invoices
- Reply to Daily emails and queries
- Up sell larger spaces to current and new clients
- Network for the business at social events

## Education

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### **National 5 in Graphic Design**

Blackburn University

2020 to December 2023

### **Diploma in Higher education**

Blackburn College - Blackburn

September 2018 to May 2023

### **BA in criminology**

Blackburn University

2019 to 2020

### **GCSE in High school**

Our Ladys & St.john Arts College

2007 to 2012

## Skills

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- Graphic Design Content Writing
- Idea Generation
- Adobe Photoshop/ A.I / InDesign
- I.T Skills Customer Service
- Numbers and Mathematics
- Drama/Acting Skills
- Planning Creative Thinking
- Transport (Less than 1 year)
- Hospitality (9 years)
- Customer service (9 years)
- Leadership (7 years)

## Links

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<http://blackburn.ac.uk>