

**Zachary Peterson**  
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## **PERSONAL PROFILE**

I am a hardworking, honest individual. I am a good timekeeper, always willing to learn new skills. I am friendly, helpful and polite, have a good sense of humor. I am able to work independently in busy environments and also within a team setting. I am outgoing and tactful, and able to listen effectively when solving problems.

## **KEY SKILLS**

- Planning and organisational skills
- Teaching and motivational skills
- A patient and encouraging approach
- Good communication skills
- Computer literacy and administration skills

## **WORK HISTORY**

### **Jun 2022 – Aug 2022 – Category Assistant – Sainsbury's Head Office**

- Applying promotions on each cycle of the year in the section of Beers, Wines and Spirits.
- Using Retek (Oracle) to apply each promotion created on a Microsoft Excel spreadsheet.
- Basic data entry and adhering to deadlines for each cycle.

### **Oct 2020 – Dec 2020 – Call Handler – The Doctors Laboratory**

- Taking calls as part of an overflow team for various private and public medical services.
- Dealing with queries including result chasing, adding on an extra test and general queries.
- Basic data entry to deal with medical queue.

### **Nov 2019 – Feb 2020 – Fraud Analyst and Account Troubleshooter – Deliveroo**

- Identifying fraudulent accounts on Deliveroo
- Troubleshooting problems customers have on their accounts.
- Liaising as general customer service via email.

### **Sep 2017 – Sep 2019, Call Centre Operative, MPL Contact, Nottingham**

- Overflow service for various companies such as The Westminster Collection, Ford, ALDI and Pirate Studios

- Taking orders, payments and dealing with enquiries via inbound calls
- Basic administration e.g. Workflow sent via email

**Apr 2017 – Aug 2017, Fundraiser, Home Fundraising, Nottingham**

- Door to Door Fundraising
- Signing up members of the public to various charities
- Recognising vulnerable, disabled and No Cold Calling Zone residents.

**Jan 2017, Housekeeper, Natural History Museum, London**

- General cleaning of the museum and offices.
- Disposing of rubbish inside appropriate compactors.
- Reporting hazards including sharps and malfunctioning exhibitions.

**Nov 2016, Facilitator/Teacher, Mass-Com Projects, London**

- Teaching music to KS3 children who have been removed from mainstream education.
- Supporting the children to return to mainstream education.
- Supporting children on activities/school trips.

**Apr 2015 – Sep 2015, Support Worker, Inclusive Care Support, London**

- Supporting vulnerable children from the ages of 16 – 22.
- Support includes cooking, cleaning, finding jobs according to their interests and taking the children shopping.
- Informing EDT/Police if a vulnerable child is missing.

**Aug 2014 – Dec 2014, Bar Back, Electric Social Nightclub, London**

- Assist with the running of the bar, collecting glasses, maintaining bar area and the cleaning of entire bar and supplies.
- Stock maintenance.
- Ensuring customer satisfaction.

**2013 – Present, Labourer, Various Recruitment Agencies, London**

- General upkeep of construction sites including keeping the site clean and tidy which prevents hazards.
- Supporting other tradesmen on site with certain tasks e.g. gathering materials and disposal of rubbish etc.
- Adhering to health and safety regulations including COSHH and CSCS.

**EDUCATION AND TRAINING**

**Sep 2020 – Current**

Level 2 Warehouse and Forklift Licence

**Aug 2020 – Oct 2020**

Level 5 Diploma in Telesales Marketing

**Jul 2020**

Prevent Online Training Course

**Jul 2020**

Level 1 Safeguarding Qualification

**Feb 2017, Pearson, London Bridge**

CSCS

**Sep 2012 – Sep 2013, Westminster Kingsway College, London**

NVQ Level 3 in Business Administration

## **INTERESTS**

My main interest is Music. I have been playing Keys and producing Music for over 10 years. Although a hobby to me, I can only imagine how interesting it would be to become famous one day.

**References are available on request.**