

Ethan Williamson

Junior Web-Developer

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My career path has changed, I am currently studying full-stack web development and have already developed a few web pages, including my own portfolio website. I have knowledge of HTML, CSS, Bootstrap, Git, and ongoing knowledge of JavaScript. I have a strong desire to become a web developer. I have always had an interest in computer programming, which originally stemmed from the love of video games. Web development is also suited to my character traits - patient, diligence, rational thinking, and structure. I thoroughly enjoy being around and meeting others, which fits well with my easy-going nature.

Throughout my past working career, I have been able to further develop my skills, as well as learn new ones such as customer service, finance handling, reliability, working efficiently, and punctuality. I am capable of taking directions, as well as using my own initiative to get tasks done. I strive to produce work that is both visually pleasing and also fulfills its intended purpose. I thrive on giving good customer service, and achieving what has been required of me, going above and beyond.



Skills

Agile Workflow	Good
Website optimization	Good
Web development projects	Good
HTML experience	Very Good
CSS	Good
JavaScript	Good
Organization	Very Good
Money handling abilities	

Excellent



Excellent



Very Good



Very Good



Very Good



Professional telephone demeanor



Sales expertise



Responsible alcohol service



Preparing garnishes



Work History



Jun 2019 - Barman

Feb 2020 *Cafè Rouge*

Responsible for serving and bar maintenance

- Poured and prepared mixed drinks for over 40+ customers daily and created new libations drawing in clientele.
- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.



Dec 2018 - Customer Assistant & Sales Representative

Apr 2019 *Twisted Fabric*

Responsible for customer service, upselling and logging details of stock.

- Created, articulated and championed vision and standards for user experience.
- Provided exceptional services and pleasant shopping experiences to retail customers.
- Managed efficient cash register operations, including scanning items, processing payments and issuing receipts.
- Maintained up-to-date knowledge of store sales, payment policies and security standards.
- Assisted customers by answering questions and fulfilling requests.



Jul 2018 - Customer Assistant

Nov 2018 *Ralph Lauren*

- Researched and resolved account and service problems with friendly, knowledgeable support.
- Maintained up-to-date knowledge of store sales, payment policies and security standards.
- Opened, shelved and merchandised new products in visually appealing and organized displays for optimal sales promotions.
- Provided exceptional services and pleasant shopping experiences to retail customers.

**Feb 2018 -
Jun 2018**

Customer Assistant

Marks & Spencer

- Provided exceptional services and pleasant shopping experiences to retail customers.
- Opened, shelved and merchandised new products in visually appealing and organized displays for optimal sales promotions.
- Managed promotional in-store signage and displays and re-stocked merchandise from returns.
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Prioritized helping customers over completing other routine tasks in store.
- Created inviting environment for customers by maintaining store organization and cleanliness.

**Aug 2017 -
Feb 2018**

Customer Service Representative (Telesales)

Synchronize Media Ltd, Letchworth

- Conferred with existing and potential customers to assess requirements and propose optimal solutions.
- Used consultative sales approach to understand and meet customer needs.
- Worked to develop network by identifying and pursuing new leads, and building rapport with clients.

**Mar 2017 -
Jul 2017**

Pension Assistant (Customer Service)

Reassure UK; On behalf of Aviva , Hitchin, Hertfordshire

- Performed clerical work such as typing and sorting e-mail.
- Connected callers with appropriate professional, department or business.
- Supported customers by managing 150 calls per day efficiently while maintaining professionalism and upbeat tone.

**Jul 2016 -
Dec 2016**

Bar Tender/Mixologist

The Duchy Pot, Hitchin, Hertfordshire

- Prepared classic, modern and unique cocktails for each customer.
- Poured and prepared mixed drinks for over 30+ customers daily and created new libations drawing in clientele.
- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.
- Input orders into system at point of sale.
- Received cash, made change and issued receipts.
- Stored supplies according to bar policies and health code requirements.
- Handled £100's cash on daily basis, which built trustworthiness and loyalty with owners.
- Recruited and trained 3 bartenders and barbacks.



Education

Sep 2003 - **6 GCSE's**

Jul 2008 *Hitchin Boys' School - Hitchin*

Sep 2008 - **BTEC First Diploma: Sports Studies**

Jul 2009 *North Hertfordshire College - Hitchin*

- Awarded Pass.

Sep 2009 - **National Certificate in Sport: Sports Studies**

Jun 2011 *North Hertfordshire College - Hitchin*

- Awarded a Pass.

May 2010 - **No Degree: Physical Education Teaching And Coaching**

May 2010 *England Basketball UKCC Coaching Level 2*

Jun 2019 - **No Degree: Web Development**

Jun 2020 *Coding Institute - Ireland (online Course)*

Jan 2021 - **No Degree: Computer Science And Programming**

Current *Vertex Computer Science Academy - Online*