Ethan Williamson

Junior Web-Developer

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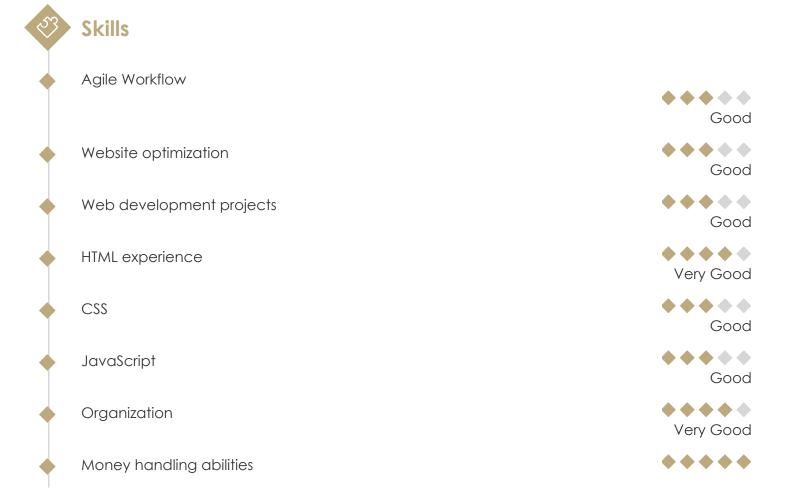
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My career path has changed, I am currently studying full-stack web development and have already developed a few web pages, including my own portfolio website. I have knowledge of HTML, CSS, Bootstrap, Git, and ongoing knowledge of JavaScript. I have 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.





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.

Very Good

 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 - Customer Assistant

Jun 2018

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 - Customer Service Representative (Telesales)

Feb 2018

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 - Pension Assistant (Customer Service)

Jul 2017

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 - Bar Tender/Mixologist

Dec 2016

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.



Current

Sep 2003 -6 GCSE's Hitchin Boys' School - Hitchin Jul 2008 **BTEC First Diploma: Sports Studies** Sep 2008 -Jul 2009 North Hertfordshire College - Hitchin • Awarded Pass. National Certificate in Sport: Sports Studies Sep 2009 -North Hertfordshire College - Hitchin Jun 2011 • Awarded a Pass. No Degree: Physical Education Teaching And Coaching May 2010 -England Basketball UKCC Coaching Level 2 May 2010 Jun 2019 -No Degree: Web Development Coding Institute - Ireland (online Course) Jun 2020 No Degree: Computer Science And Programming Jan 2021 -

Vertex Computer Science Academy - Online