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**Work Experience**

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**Customer Assistant**

* + - * + Provide a positive customer focused experience in store, using my charismatic attitude to achieve daily targets such as ‘Happy or Not’ scores, which has been reflected positively by a score increase of 21% since my employment.
        + I represent my store as charity ambassador, working with diverse groups of people for the benefit of the NSPCC. I compete against other stores for the best sale performance and identify methods of improving our scores from analyzing data from ticket sales, recently achieving one of the top 5 stores in our district since my appointment.
        + I demonstrate leadership and reliability when training new employees; asserting diplomacy and caution when indicating proper procedure.
        + Employ an acute sense of time management when working under strict time-scales with limited staff; ensuring the store always follows company standards.
        + Complete till cash-up and money handling efficiently and accurately, demonstrating my trustworthiness and reliability.
  + I listen intently to customer complaints and quires to provide the best resolution for the issue; ensuring conflict management as I have never had an issue escalate out of my control.

**University Resident Support**

* + Independently managed 150 people for the duration of the academic year in my assigned region.
  + Supervised residents to ensure compliance with rules and regulations of student accommodation and delivered advice to those having issues; completing incident report forms when necessary with accuracy, ensuring reliability in documentation.
  + Organized, promoted and hosted events for residents to incite an inclusive and engaged community experience.
  + When promoting and managing a new project or event, I planned my structure and sorted my tasks by importance, documenting my work for review during the planning stages and after feedback. Analyzing feedback for where I could improve in the future, I would then strategically coerce change by presenting to my manager innovative ideas for further projects. Satisfaction rates for our, ‘Game of Thrones Tour’, increased from 57% to 86% after my input.
  + Effectively communicated with multicultural students from different backgrounds; dealing with various issues and conflicts, having to resolve problems in a professional and sensitive manor whilst ensuring the confidentiality of the students.
  + Participated with University open days where I successfully influenced upcoming students why purpose-built accommodation was the right choice for them, signing them up on the day to their room contracts.

**Self-Employed Portraiture Artist**

* + Producing a wide range of commissioned portraits under very strict time-frames; acquiring excellent skills in organization, prioritizing and creativity.
  + Single-handedly managing social media presence, branding, updates and promotions across multiple channels; demonstrating in depth commercial awareness.
  + Exercise diplomacy, tact and professionalism during client contact on a multitude of social platforms in a confident manner ensuring confidentiality; demonstrating refined interpersonal skills. I have never received a negative review.

**LIDL** Shore Rd,BelfastSeptember 2018 -Present

Profile

A driven and creative graduate of Animation from Ulster University with a passion for IT and marketing. Currently I’m undertaking a Full-Stack Web Developer diploma with ‘The Code Institute’.

I run my own portraiture business alongside my academic career and full-time job, excelling my skills in organization, flexibility and communication to manage multiple projects simultaneously.

Inspired by progression, so a dynamic and forward-looking business is where I need to be.

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**UlsterUniversity** Jordanstown / Newtownabbey, Belfast

September 2017-August 2018

Skills

Software:

Adobe:

Photoshop | InDesign

Dreamweaver | Premiere Pro

Microsoft Office | Autodesk Maya |

Z-Brush

Coding Languages:

HTML | CSS | JavaScript

Frameworks | Services:

Bootstrap 4 | Cloud9 | Git | GitHub | Amazon Web Services

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**Aidan Woods Portraits** September 2014- Present

Achievements

* I volunteered to help raise over £8000 for Birmingham’s Children’s Hospital.
* Presented the Highfield Level 2 Award in Conflict Management.
* I achieved a pass for Basic First Aid.
* I enjoy photography and photo editing in my spare time.
* Avid home chef and baker, always redesigning recipes to make them somewhat healthy.

**Education**

Deborah McAuley -Accommodation Administrator

Ulster University, Jordanstown, BT37 0QZ

**Email:** d.mcauley@ulster.ac.uk

Contact

**Email**woodsy1995@hotmail.co.uk**Address**43 Jocelyn Avenue, Belfast, BT6 9AX**Phone**+447856734138**Website**https://woodsy1995.wixsite.com/portfolio

Graham Gould-Deputy Manager

Lidl, Jubilee Rd, Newtownards, BT23 4YH

**Email:** graeme-gould@hotmail.co.uk

**DIPLOMA** - Full Stack Web Developer | The Code Institute | January 2019 – Present **Grade: (**Pending**) BACHELOR’S DEGREE** - BDes Hons Animation | University of Ulster |

September 2014 - June 2018 **Grade: 2:1** **A-LEVEL / GCSE** - St. Patrick's College, Maghera | September 2010 - June 2014**Grade:** **3** A-Level: **A-C** | **9** GCSE: **A-C**

**References**