

General and Contact information

DOB: 06/11/97

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Aims and information

I am currently seeking full time employment within the North West or remotely. I am always open to challenges, to improve my skills, abilities and gain experience within any workplace. I am an enthusiastic, self-motivated, reliable, and hard-working person. I am a mature team worker and adaptable to all challenging situations and fast paced working environments. I believe I work well both in a team environment as well as using own initiative, in addition to this I'm able to work well under pressure and adhere to strict deadlines. I'm a graduate student of the University of Liverpool with a Bachelors in Business marketing with a large interest in the IT, software and technology industry.

Education:University of Liverpool - 2016 – 2020BA (Hons) Business marketing- 2:2

Through the study of a diverse range of marketing, management, economic and digital topics. My degree has encouraged me to adopt a critical approach in evaluating information and importantly, has helped to develop oral and written communication skills. In addition, I feel confident in articulating independent opinions and methods of working both alongside others and through individual work and study. Furthermore, upon completion of my degree my focus has been on facilitating my current skills to aid in a career within the marketing and technology sector, skills such as IT proficiency, Programming, graphic design, as well as search engine optimization and google analytics.

King George V College- 2014-2016

Business Level 3 Extended Diploma - D\* D\* D\*

Meols Cop High School-2009-2014

GCSE Grades

<b>Religious Education:</b>	<b>A</b>
<b>English Literature:</b>	<b>B</b>
<b>Business Studies:</b>	<b>A</b>
<b>English Language:</b>	<b>B</b>
<b>Music studies:</b>	<b>C</b>
<b>Maths:</b>	<b>C</b>
<b>Core Science:</b>	<b>C</b>
<b>Additional Science:</b>	<b>C</b>
<b>Spanish:</b>	<b>D</b>
<b>History:</b>	<b>C</b>
<b>Sport BTEC LEVEL 2:</b>	<b>Pass</b>

Skills, Activities, and Interests:Computing Skills

I am currently studying to take the CompTIA A+ exam to gain a qualification in computer hardware, software and troubleshooting a variety of issues for different devices using different operating systems. Furthermore, I have a working knowledge of word processing, spreadsheet, presentation, image handling, database and internet browsing software, and a variety of Operating systems such as IOS, Windows and Linux systems.

Web and software programming

I have a working knowledge of the programming languages, python, CSS, JavaScript and HTML. Furthermore, I have a base knowledge of frameworks such as Reactjs, Node.js and VanillaJS and I am currently working on building my GitHub profile and contributions to open source software and I am currently building a project portfolio of both website and software projects.

Graphic design, Video editing

I have a Comprehensive understanding of both 2D and 3D software such as Blender, Unreal engine, Adobe illustrator photoshop, premier pro and after effects to aid in content creation, this includes working on editing skills such as basic video editing, color grading and motion graphics.

### Communication

My written communication is of an excellent standard; this comes from my experience writing essays and reports within my degree. My verbal communication skills were developed throughout my degree as many presentations were crucial. Additionally, all of my working positions to date it has been vital to verbally communicate with customers to help solve any queries they may have as fast and effective as possible.

### Hobbies

My interests include cybersecurity, web development, software development and robotics as well as learning and keeping up to date with the rapid development of the technology industry. Furthermore, I enjoy learning and using 3D software, primarily blender and unreal engine to create 3D motion graphics and STL 3d printing files. I also enjoy learning programming and have completed courses in python and JavaScript and creating projects using frameworks within these languages. I believe this shows my willingness to learn and adapt and highlights my interest in growing my skills.

### Employment:

#### Reputation Defender by Norton: Web Operations Analyst – March 2022-Present

Currently I am working as a Web Operations Analyst at Reputation Defender by Norton. I am responsible for designing and creating client websites via WordPress. During my time within this role, I have worked with UX design, google analytics, google search console, python automation and frontend development skills, from implementing Custom CSS, HTML, JavaScript and React into the platforms. I believe this role has aided in developing my independent work in addition to my Frontend design and development and programming abilities.

#### Co-operative: Team leader – Liverpool - January 2021-February 2022

I have thoroughly enjoyed my time within this store, the team work I have experienced I feel I will bring into future positions. In addition, I have worked within many roles of the store and I feel this work has aided in my time management and customer and colleague communication and management skills.

#### William hill: Shift manager - Liverpool - August 2018- December 2020

I have worked at William hill as an active cashier/store manager for two and a half years. My duties included, running the store for extended periods of time, individually closing down and opening up the store, banking and taking inventory. During my time at William hill I have developed a huge amount of confidence in my decision-making abilities in addition to, working a great deal better under pressure, working individually, managing a store and my customer service abilities. This has been a positive experience when both working in a team and working individually.

#### First Call: Phone operative – Southport – June - August 2017

Within my time working for the company I worked within their calls department dealing with customer queries and aiding in any customer issues. I feel this helped me develop my customer service skills in addition to largely helping with developing my listening and problem-solving skills.

#### Bookers Wholesalers B&M: Customer assistant- Southport - April 2014 -September 2016

During my Time at Bookers and B&M I worked as a shop floor assistant working to help customers as well as help with stock replenishment and the warehouse maintenance. I believe this helped me with my Customer service skills and Helped me develop my team work abilities.

### References:

Tom Powell: Reputation Defender Fulfillment Manager Email: Tom.Powell@Nortonlifelock.com	Mike Crowder: Southport B&M shop floor manager Contact number: 03308 389002
Andy Butler: London road William Hill store manager Contact number: 07956 468004	James Hushton: lark lane Co operative store manager Contact number: 07772 020003