

Mike Holbrook

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Personal Profile

I'm hard working and punctual worker, who has over 2 years of previous experience working in a busy retail environment. An individual with strong communication, numerical and analytical skills, I'm good at thinking through problems and coming to a quick and efficient conclusion. Previous experience of work in the retail sector has left me able to interact with customers in a friendly and very welcoming manner, and able to deal with customers in a variety of situations.

Key Skills and Competencies

- Good hands on skills.
- Good communication skills both verbal and written
- Experience delivering a first class, professional customer service
- Competent in carrying out administrative duties and maintaining robust, accurate records
- Ability to build strong relationships and communicate in a confident and professional manner
- Strong numerical and analytical skills with a passion for data and figures
- Pleasant and professional telephone manner
- Punctual and always on time
- Positive and eager to learn
- Able to use all main Microsoft Products including Microsoft Word and Excel and most Adobe Products too.

Employment History

May 5th 2013 to March 25th 2015

Part-time Retail Operative – Primark Bristol

Working on a part-time basis whilst assisting customers as well as keeping the shop floor tidy.

- Dealing with customer enquiries face to face in a pleasant manner and making sure they leave the store satisfied.
- Keeping levels of stock out on the floor to an acceptable level to make sure all customers can easily find what they're looking for.
- Approaching customers asking if they need assistance.

30th July to 26th August 2015

Retail Assistant – Lidl Hanham

Working on the tills and on the shop floor, ensuring all duties are completed in a timely manner and staying behind after close to maintain a high level of cleanliness in the store.

- Making sure there are no empty boxes on the shop floor.
- When delivery comes in, putting it all out on the shop floor as quickly as possible, and following all procedures regarding freshness.

Academic Qualifications

October 2012 to October 2014

- St Brendan's Sixth Form College - Graphic Communication 'A' Level: D
- St Brendan's Sixth Form College - Computing 'AS' Level: D
- St Brendan's Sixth Form College – Music Technology 'BTEC' Level 3 Diploma: Distinction

September 2007 to June 2012 – Sir Bernard Lovell School

GCSE Subject and Grade Achieved:

- Science Core: A (achieved one year ahead of schedule)
- Science additional : B
- Maths : A
- ICT BTEC Level 2 : Distinction
- ICT optional : B
- English : B
- Philosophy : B
- German: C

Hobbies and Interests

- All aspects of computing including designing and building hardware and creating and using communication and entertainment media.
- Repairing and fixing any kind of technology, whether it is a hardware or software related issue.
- Keen interest in music and music production
- Interest in a variety of social activities including meeting new people and travelling.