

Xxxx Xxxxxxx

X Xxxx Xxxxxx, Xxxxx, Xxxxx

xxxxx xxxxxx
xxxxxxxxx@xxx.com

Personal Profile

A highly motivated and genuinely flexible individual possessing FA certifications in football coaching and refereeing, demonstrating strong commitment within any role I undertake. Adept in all aspects of customer service and sales with comprehensive skills in general administration and managing small business finances, I am capable of performing to a high standard in any environment. Accustomed to following strict protocol and demonstrating a genuine passion for promoting sporting participation, I'm certain to add measurable value within your organisation.

Key Skills

- FA certifications in coaching (Level 2) and refereeing, passionate for all aspects of the game of football.
- Strong communication, confident dealing customers, team members, directors and outside agencies.
- Focus on providing outstanding customer experiences while maximising revenue at every opportunity.
- Seamless integration into any team of staff, comfortable leading or working autonomously.
- Following strict procedures with a focus on health & safety and confidentiality.
- Working effectively with individuals from all cultural and socio-economic backgrounds.
- Excellent IT skills including the use of database systems, all popular office software and the Internet.

Formal Education

XXXX - XXXX: Xxxx Xxxxx Xxxxx, Xxxxx

- Football Association (FA) Level 2 Coaching Badge
- Football Association (FA) Refereeing

XXXX - XXXX: Xxxxx Xxxxxx (Xxx Xxxxxxx)

- XXXX – XXXX: GNVQ in Business Studies (Sixth Form)
- XXXX – XXXX: GCSE Qualifications

Employment History

XXXX – Present: Roofing

During my successful and often suitably challenging five-year tenure as a Roofer, I have worked for a multitude of companies carrying out high-quality installation and refit projects both on residential and commercial properties, including public houses across the UK.

- Assessing customer requirements and producing plans and quotes in line with needs and budgets.
- Achieving high-quality work completions to strict deadlines, often in harsh environmental conditions.
- Focusing on safe working practices, safeguarding persons at all times.
- Maintaining strong relationships with customers, displaying professionalism when on site.
- Completing required (including statutory) paperwork and securing completion approval from clients.

XXXX – XXXX: Xxxxxx Xxxxxx Xxxxxxx, Xxxxx - Administrator

Providing comprehensive back-office support to a team of in-field social workers and assessors, working within the department responsible for providing required the care service to adults within their own homes.

- Carrying out work in strict adherence to policy and regulation, remaining mindful of confidentiality.
- Displaying strong IT skills in the use of bespoke databases, employing fast and accurate data entry.
- Overseeing the logging and archiving of information on manual systems as well as digital.
- Communicating clearly with in-field Support Workers to disseminate and assimilate case information.
- Providing and contributing to statistical and written reports.

XXXX – XXXX: Xxxxxx Fish 'n Chips, Leeds

A front-line role within a popular fish bar, demonstrating commitment to quality of service in a competitive sector.

- Directly engaging customers to assist with any queries and provide prompt, professional service.
- Processing customer payments, recording and reconciling daily takings, conducting banking procedures.
- Dealing effectively with any customer complaints, protecting reputation and securing repeat business.
- Acting in accordance with stringent food hygiene legislation and industry best-practice.

Personal Interests

Away from the workplace, I aim to maintain strong standard of general fitness primarily through participation in football, playing in a social setting on Saturdays. Aside from this, I am a fan of watching many additional sports but spend any spare time with my young son as a relatively recent father.

References Available On Request