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| Shaun McCusker | |  |  |  | | --- | --- | --- | | Scotland | |  | | 07495 648438 | |  | | shaunmccusker2@gmail.com | |  | | linkedin.com/in/shaunmccusker | |  | |  | |

A hard-working, punctual, and conscientious customer service professional who enjoys working both independently and as part of a team. I am a recent graduate looking for full time work. I have gained over 8 years’ experience in customer-faced roles, spanning both Hospitality and Retail sectors.

# Skills

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| --- | --- |
| * Customer Service * Technical Support * Teaching * Training | * MS Office Suite * Adobe Suite * Excel/SQL * Programming |
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# Experience

### Jan 2022 – may 2022

## Retail Assistant / Opies Emporium, Glasgow

Retail and Customer Service Assistant at an exceptionally busy pet shop and pet food factory. Responsibilities included customer service, and manufacturing and production of high-quality dog treats and food. This was a unique customer service position that required adapting quickly to the needs of each animal and owner.

### june 2021 – october 2021

## Assistant Manager / Comet Pieces, Glasgow

Assistant Manager at this busy café included barista work, taking orders, food preparation and service, stock management and ordering, and training and managing staff.

### March 2019 – March 2020

## Private Music Tutor / Rookie Rockstars, Glasgow

Tutor for the music charity Rookie Rockstars, which provides music lessons to help improve mental health and wellbeing for children and young people. Taught over 50 students on a one-to-one basis, each for half an hour. I taught Guitar, Drums, Piano, and Music Theory.

Other assorted Bar/Restaurant work beginning September 2014.

# Education

### August 2022

## Diploma of Higher Education – Game Design and Programming / Glasgow Caledonian University

### june 2019

## Diploma of Higher Education – Music Production and Business / Glasgow Kelvin College

### june 2018

## Diploma of Higher Education – Music Composition and Performance / Riverside Music College, Glasgow

### June 2017

## Higher Education / Waid Academy, Anstruther

A Level or equivalent in Maths, Music, English, Graphic Communications, Physics