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**Skills Summary**

A passionate and motivated individual of a calm mind and nature, who is very computer literate and loves to learn and experience new things.

Has achieved excellent grades at the GCSE level in both English and Maths coupled with high levels of computer literacy due to accomplishing a DDM grade on a BTEC national diploma in ICT. Has a plethora of experience to draw from, both in administration and customer facing roles, from sales to administration and operational training to retention.

Passionate about how technology is evolving and how employers are using it in new ways, having been looking into administration and having now worked within such a role, it seems to resonate with my personality, which has given a new found passion and drive to advance in this area and combine it with an already literate backbone in IT, with the hope of benefitting the company worked for. With how the world is moving forward it gives drive and excitement to take up new opportunities that present themselves due to advancements in technology.

**Education**

**Bournville college 2012-2014**

BTEC National Diploma (level 3) – ICT – DDM (distinction, distinction, merit) - Modules include: computer systems, managing networks, software design, organisational system security, e-commerce, IT support.

GCSE English – B

GCSE Maths – C

**Turves green boys' school 2002-2006**

GCSE ICT – A

GCSE Graphic Design – B

GCSE Media Studies – C

GCSE Maths – C

GCSE English – C

**Key Skills**

**ICT Skills –** Strong ICT Skills due to 2-year BTEC national in ICT, in all areas, including MS office with the ability to easily pick up new programs and skills. Further built upon with the experience gained by working for the National Trust within an administration role.

**Communication skills** – Ability to communicate clearly, calmly, effectively and listen well, gained through effective teamwork experience and things like giving presentations to groups during my diploma. Further enhanced within the Tesco Mobile sales position with taking phone calls, upselling products and dealing with all types of customers.

**Interpersonal skills** – Able to interact well with people and empathize with them, mainly gained through teamwork and relationships, especially during my diploma and time with Capita, such as taking calls from all types of customers.

**Self-control and positive attitude –** An all-around positive person who doesn’t anger easily and is able to maintain calmness in difficult situations, as proven with a very positive track record within a sales position.

**Responsible –** Very responsible person who deals with problems in a timely but responsible way. For example, during my diploma, I took the lead of ensuring teamwork went smoothly and all documents were completed, and furthermore, during my sales position, being put selected to become an Operational Trainer who was responsible for training both agents and coaches.

**Assertive –** Very assertive when needed and able to communicate points strongly and clearly, as proven by my sales position and the positive track record that has followed.

**Eager –** Eager personality, wanting to learn new things and deepen understanding of existing things.

**Adaptable –** Very adaptable and able to change approach based on the type of situation at hand to what is needed.

**Depersonalisation –** Good at taking myself out of the equation, and focusing on the person at hand

**Flexible –** Very flexible person and can deal with change or unexpected things whilst maintaining control.

**Conflict resolution –** Good at fixing problems, even when under pressure and can come up with solutions that are both realistic but also helpful.

# **Career Summary**

# **Sales - 2022-2023 - Capita (Tesco Mobile Client)**

***Outline***

Working on the phone within a team of individuals, providing excellent sales, retention and customer service skills, whilst hitting all targets in a high-pressure environment.

***Skills obtained and needed for the position***

**Product knowledge** – Have a well-established ability to both learn about and explain what a product is and how it works

**Client acquisition and retention** – Gained a strong backbone in my ability to sell a product and retain customers wanting to leave.

**Goal setting** – Ability to learn, reflect and improve upon my skills to hit better target numbers,

**Closing sales** – Ability to close a sale with confidence

**Written and verbal communication.** - Being on the phones has enriched my communication skills in dealing with all types of customers in the correct manner.

**Self-motivation –** Being self-motivated isa very Important aspect of sales as it is, and was, needed to achieve top target numbers.

**Organization and time management –** This is a very important skill that was greatly improved upon as I was working towards hitting targets such as adherence, after call work and having an efficient call flow.

**Operational Trainer - 2023 - Capita (Tesco Mobile Client)**

Due to being one of the top performers within Tesco Mobile, I was selected along with around 10 others, to work on an international project which involved outsourcing overseas. After receiving “train the trainer” training, I was tasked with training up a group of around 10 individuals from overseas all about the Tesco Mobile client, how to take calls, how to upsell, how to use the systems, etc. This was an amazing experience and very enriching as I was also personally selected to train up the coaches and future trainers on the South African side.

**Administration - 2023 – Present - Capita (National Trust Client)**

Being asked if I would like to help with Capita’s National Trust client was another amazing opportunity which is further built upon my IT background and provided a plethora of administrative skills, working with MS Office (from Word to Excel) along with a plethora of other software that the client uses (such as Sales Force), responding to emails with excellent written skills, Reading scanned documents and imputing them into the system along with a multitude of other duties such as setting up accounts or giving refunds.

**Hobbies and interests**

**Puzzle Games –** one of my biggest hobbies is puzzle games as I like to keep my mind sharp and focused.

**Reading articles –** Another hobby is reading various interesting articles such as the latest in technology and science.

**References available on request**