

THOMAS BELLWARD

TEL: 07927201024

EMAIL:Thomashutch23@gmail.com

Personal Summary

I am a highly skilled and self-motivated individual with proficient work skills and experience gained from care and hospitality sectors. I have excellent communication skills, Multi-skilled and self-motivated with a dedication for providing excellent customer service.

I am confident and can apply myself to any given task, and I have extensive previous retail and customer service experience. I learn quickly and take the initiative. I am also adept at problem-solving and fault-finding, with meticulous attention to detail, and can manage and prioritise my workload.

Skills Section

- Customer service experience
- Work well individually
- Able to use own initiative
- Work well under pressure
- Excellent verbal communication skills
- Good communication skills and approachable
- Analytical skills
- Enjoy new challenges and problem solving
- Excellent IT skills, including Microsoft Word

Employment

2015 - 2016

Blyth Town FC, Blyth Position: **Bar tender**

- Providing great service to loyal customers
- Greet customers and create a welcoming atmosphere
- Handle cash and take card payments
- Serve drinks at the bar or at the table
- Keep the bar clean and well stocked
- Give advice on drinks to suit customers' tastes
- Collect glasses and wash up

2012-2015

Quayside Café, Blyth

Position: **Waiter & Kitchen Porter**

- Took orders and payments
- Served food
- Cleaning and maintenance of premises
- Prioritised and managed various tasks, while resolving various issues
- Resolved issues and complaints promptly and professionally
- Took initiative to find extra tasks when scheduled duties were completed
- Conducted and performed basic clerical tasks for managerial staff when required
- Maintaining the security of the shop premises, stock and all shop monies

2022-2023

Amazon, Gateshead

Position: **Stower**

- Stowed goods onto automated pods.
- Transported goods to other employees.
- Loaded carts ready to be taken to other stowers.

2022-2022

Virgin Media, Four Lane Ends

Position: **Customer service advisor**

- Took calls helping customers with information on new packages.
- Dealt with complaints from unsatisfied customers.
- Sold new contracts to customers.

Qualifications

Tyne

Metropolitan

College: Personal

Trainer Certificate.

GCSE C in Maths

and

English.

Personal Interests / Hobbies

I love to spend time with friends. I like to play games on my pc when I have the chance, or just unwind in front of the TV from time to time. I also like going on long hikes or camping trips with friends and listening to music.

References available upon request