

# **Wilson Hughes**

7 Heddfan Flats

Brynmawr

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## **Profile/Career Objective**

I am a hardworking, self motivated individual who can work as part as a team or on my own initiative. I consider myself to be approachable and have a keen eye for detail. I take great pride in all my work and I also consider myself very flexible. I have great organisational skills and I am also very punctual.

## **Experience/Career History**

### **Mcdonalds**

September 2014- May 2015

- Delivering excellent customer service
- Serving customers drinks and food
  - General cleaning duties
- Replenishing stock/ managing deliveries
  - Cash handling and till work
- Team member and working on my own initiative

## **Qrs Market Research**

May 2015-February 2016

- Strong data analytics
- Delivering excellent customer service via telephone
  - Working on my own initiative
  - Reaching required targets in a timely manner
- Worked on the development and implementation of new business strategies

## **B&M**

September 2016-February 2018

- Located and retrieved requester products on shop floor and storage areas
  - Maintained high levels of stock quality
  - Carefully managed stock locations
    - Adapted to changing demands
    - Cash handling and till work

## **Ladbrokes**

March 2018-September 2021

- Cash handling and till work
  - General cleaning duties
- Delivering excellent customer service
- Team member and on my own initiative
  - Answered customer inquiries
- Managed daily operations of the store including sales and inventory management

## **Concentrix**

September 2021-July 2022

- Delivering excellent customer service remotely
  - Reaching required targets in a timely manner
  - Responding to customer complaints or queries
  - Notifying customer of promotions or discounts
    - Outstanding verbal skills

## **Betred**

August 2022-March 2023

- Cash handling and till work
  - General cleaning duties
- Delivering excellent customer service
- Team member and working on my own initiative
  - Answered customer inquiries
- Managed daily operations of the store including sales and inventory management

## **Education**

Monks walk school 2009-2014

### **GCSS'S**

- English-C
- Maths-C
- Science-C

Oaklands college 2014-2017

- Business studies

## **References**

- Available on request