

Profile

I am a hardworking, reliable and honest individual who interacts well with other people and enjoys a challenge. With extensive experience in security, hospitality and retail sales operations in the high street and over the internet. Self motivated with a flexible approach to work. Keen to build on current skills and knowledge and willing to undertake any training in order to progress and improve future prospects.

Licences

- Public Space Surveillance (CCTV)
- SIA Door Supervisor
- Personal Alcohol

Key Skills

- Stock control including pricing, ordering, receiving and dispatching of goods
- Dealing with customer enquiries and security including conflict situations
- Excellent knowledge of the office software package
- Excellent verbal and written communication
- Trained and supported team members
- Multi channel sales and marketing

Achievements

- Employee of the month at Clacton Pier on 2 occasions
- Outstanding Customer Service Award Parkdean Resorts
- Part of a team that won Sony Centre of the year for 2 years
- Successfully achieved and exceeded set targets
- Duke of Edinburgh Award Bronze and Silver

Education and Training

Level 2 Working as a CCTV Operator 2019

- Practice and guidelines, security, legislation,
- Fire protection, health and safety

Level 2 Award for Personal Licence Holders 2019

- Licensing law, temporary events and responsible alcohol retailing
- The protection of children and powers of enforcement

Level 1 Introduction to the Facilities Industry 2014

- Customer Service, Security, Workplace Hygiene, Health and Safety

Level 2 Award in Door Supervision 2013

- Conflict Management and working effectively as a team

Level 2 Principals of Providing Security Services 2013

- Managing a team and deployment of resources

Level 2 Understanding Stewarding at Spectator Events 2013

- Control of entry and exit, monitoring of crowds and potential crowd problems
- Preparing for events and how to respond to injuries, illness and emergencies

Level 2 NVQ Retailing 1997

- Customer service and Organisation of repair and service of goods
- Maintaining stock records and Health and Safety in the workplace
- Maintaining food hygiene standards

GCSE's Mathematics, English, Geography, Science, Craft Design and Technology

Employment History

Relief Security Officer June 2020 - Present at Perrigo
Responsible for the security of the site over staff holidays.

Security Operative October 2019 - April 2020 at Crown Security Solutions
Responsible for looking after violent and venerable patients in hospital.

IHASCO Training in

- Safeguarding Children Level 2, Safeguarding Vulnerable Adults
- Conflict Resolution, Mental Health Awareness, Customer Service
- Mental Health, Dementia and Learning Difficulties in Care
- Deprivation of Liberty, Assessing Mental Capacity

Arcade Assistant April 2019 - September 2019 at Sunspot Amusements

Working in a team helping to run all aspects of the arcade.

- Assisting customers with faults on machines
- Stock control and ordering
- Customer service including Cash handling and Security

Security Guard May 2014 - September 2018 at Clacton Pier Company

Solely responsible for the security of the pier over night. Also covered holidays for day security, arcade, bar, restaurant, rides and gift shop.

- Assisting customers with faults on machines
- Emergency First Aid and Fire Marshal Training
- Creation of powerpoint presentations for staff inductions
- Project Argus and Project Griffin counter-terrorism awareness
- Creation of standard operation procedures for arcade and security

Waiter / Barman May 2007- July 2012 at Parkdean Resorts

Working in a team creating a welcoming and safe environment for customers.

- Responsible for the preparation of deserts and Costa Coffee trained

Sales Supervisor April 2006 - April 2007 at Digitel Technology

Trained and supervised the team with the sale of telecommunications equipment including fax machines, phones, mobile phones and accessories.

- Responsible for the mobile phone connection and invoicing process

Sales Assistant October 2005 - March 2006 at Rodds Electrical

Working in a team selling mixed brand white and brown goods.

- Sales face to face and over the phone
- Responsible for pricing, ordering and arranging delivery to the customer

Manager / Sales Assistant July 2001 - September 2005 at Sony Centre

Working in a fast paced environment constantly working to maximise sales.

- Manager of the shop sales area in the service centre
- Providing excellent customer service and product knowledge
- Assisting customers in relation to new purchases as well as repairs
- Responsible for accepting deliveries from suppliers and arranging delivery to store

Catering Assistant November 1994 - June 2001 at Wimpy

Working at a busy shopping centre restaurant, I undertook a number of roles.

- Placing orders over the phone,
- All front of house duties including training new starters

Business History

Redwood Enterprising Limited founded in August 1997 Incorporated in April 2015

Partnership with Arise July 2017 - Present

Operating an outsourced contact centre

Drayton School of Motoring 2013 - Present

Created a web site disableddrivertraining.co.uk to help the business owner to obtain more clients.

Property Sales and Service July 2006 - Present

In Europe, Asia and Egypt though facebook and direct website as well as offering security services for investors.

Smokeys BBQ Bar Winter of 2012

helped to promote the company on its launch by handing out flyers in the local town while letting the clients know about the promotions.

Duncan Wallace Solicitors Summer of 2012

Worked within a solicitor's office in Sofia Bulgaria dealing with day to day administration.

Redwood Enterprising Stores November 2011 - December 2012

Sales of audio visual and computer equipment though a dedicated web site and an eBay and Amazons store.

World Communications April 1998 June 1999

Ran a market stall selling mobile telecommunication products and also supplying them to local businesses as required.

Volunteer Experience

Company Director August 2012 - December 2012 at RL Hotel Company Limited

- In joint control with 2 fellow directors.
- Planning and developing the business to allow a reverse takeover and its eventual floatation onto the AIM market to buy out the complex from the developer to launch as an apartment hotel.
- Arranging and conducting meeting sometimes with complicated negotiation.

Financial Officer September 2011- August 2012 at Royal Lodge Management Company

- In direct control of in shoring the timely payment of all the company obligations
- Completion and presentation of fanatical reports and forecasts.
- Involved with the negotiations and finalising the signing of the contract with contractors.

Committee Member August 2010 - August 2012 at Royal Lodge Owners Club

- Assisting the committee in the day to day running of the club.
- Involved in the setting up of the Owners Association
- Chairing of AGM's at Royal Lodge and issuing reports
- Attending meetings with the legal representative and issuing reports of them.

Committee Member August 2008 - June 2009 at Royal Lodge Owners Group

- Assisting the committee in the day to day running of the group.
- Creating a Guest Forum

References

Michael is extremely hard working a great team player and finds it easy to display empathy with people from all levels and backgrounds. Michael has the ability to work effectively within a target based environment with ease and finds it easy to provide data and collate information correctly and in a timely manner. I find Michael's time keeping to be punctual. He has great expectations and impeccable drive to succeed.



Wesley Williams
Owner WesWays UK NetWorks

Michael is a very hard working and conscientious worker with the ability to work effectively within a target based environment with ease in a timely manner. He has great expectations and impeccable drive to succeed. In conclusion Michael would be a valuable asset to any company.



Stan Daniels
Company Director

Michael pays attention to customers using the facilities and machines in the arcade and on the pier. Is acutely aware of people (customers) who require assistance and offers his help willingly. Is also excellent at spotting potential trouble makers and isolating them before they can spoil other people's enjoyment. Pays attention to security issues and gives attention to all vulnerable areas. He is a conscientious worker at whichever challenge he is given.



Roy Smith
Manage reception to SeaQuarium at Clacton Pier Company

a very hard working and conscientious worker with ability to solve and manage problem people. He is a very competent manager in many roles within our business and an asset to the company



Eric Nicholson
Manager at Clacton Pier Company

Michael is efficient and prompt. He has an eye for detail, and has a quick grasp of the matter. I am delighted to recommend him. I would also add that it is a pleasure to work with him. Michael's work on the accounts side was always prompt and accurate and he was always efficient and pleasant to work with.



Duncan Wallace
Solicitor at Duncan Wallace for The Royal Lodge

Michael is a very focused member of a sales team always striving to be the best while always being a popular fun member for the team. He is the first to work later in the day and his enthusiasm and energy gives a very positive message to his colleagues. He is knowledgeable, trustworthy and dependable.



Richard Williams
Classic Mini Sales, Property development. For Sony