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Steven Fellows

Objective

Management, Deputy Management or Supervisory Position – Full Time.

Employment

10th October – Present **Game Group Stores** Walsall
Senior Sales

- Third in Charge of £2.5 Million turn over store.
- Christmas 2009 I was acting deputy in Wolverhampton store.
- Hired staff to help run the store and trained them fully.
- Manage shifts on a regular basis, running the store as part of normal duty.
- Ensure staff were trained to deliver high standards of customers service.
- Continually meet targets and ensure staff are meeting targets.
- Deal with tough situations regarding customer enquiries.
- Completion of Audit, Health and Safety and House keeping.
- Weekly completion of OCL's to ensure staff are giving the best customer experience.

Reference: Mark Taylor (Manager) James Maskrey (Deputy) 01922 621272

2nd January 07 – October 07 **Kidde Fire Protection Services** Walsall

Sales and Service Administrator

- Perform daily invoicing tasks.
- I personally took care of the entire Sandwell MBC account, ensuring that everything was up to date and correct and that all Engineers were informed of Sandwell's requirements.
- Voluntarily I performed IT help on site, Usually basic tasks like Email Access, Printer Set up simple networking and various other general enquiries.
- To maintain a courteous phone manner with all customers, ensuring that I delivered the best possible customer service.
- Chasing up customer queries, including but not limited to if an engineer had not attended, if an engineer had attended unexpectedly, if a bill was incorrect.
- To perform administrative tasks for people on site, for instance finding out the cost of an item for that particular customer, when a contract expires or when it was created etc.
- Pass sales leads to the correct sales representative.

Reference: Claire Wagstaff on 01215200001

June 1st 2005 Dec 06 **O2 UK (Retail)** Scarborough (And later Tamworth)

Sales Professional/Key Holder

- To provide exceptional customer service 100% of the time.
- The sales of mobile phones and associated contractual agreements and accessories.
- Ensure that the team were performing well, were up to date on procedures and trained correctly.
- To consistently meet sales targets.
- To provide advice to customers regarding Phone help, best plan advice and best phone advice.
- Opening and Closing the shop.
- 5 Star Audit compliance..

Reference: Simon Starrett on 01723 375544

June 2004 – May 2005

Burger King

Scarborough

Senior Team Member

- To Ensure that team were operating at 100%
- To Deliver food in less than 3 minutes flat.
- To provide excellent customer service.
- To ensure that the kitchen, dining area and toilets were clean.
- Promoted several times.

Reference: Daniel Nightingale on 07738998158

July 2001 - June 2004

Safeway's (Morrisons)

Walsall (And later Scarborough)

- To ensure that all stock is worked out on to the shelves each day.
- To ensure the correct rotation (Old stock at front, new stock at back) of all stock.
- To ensure all stock is spoiled (thrown away) correctly.
- To provide customer service.

2000

Walsall Police station

Walsall

Other

Work Experience

Experience

- Completed one weeks work experience (5 working days) at Walsall Police station. This included multiple tests, which I passed and a series of events that were designed to enforce the idea of teamwork.

2002 Summer

CLM

West Bromwich

Database Design

- Had to build a Database in Access for CLM to make a template in which information could be easily entered and processed to make enquiries. This required me to figure out, from scratch how to use Microsoft Access – having never had used it before this Job.
- Was told that an auditor came to the company shortly after I did this work, and congratulated the company for the database and it's simplicity to use.

Education

1996 – 2001

Blue Coat Comp. C of E school

Walsall

GCSE's and A Levels

- RE (short) – A
- English Language - C
- English Literature – C
- Physics – C
- Geography – C
- Maths – C
- A-Level Computing

Interests

Kung Fu

/Other

- I have studied Northern Chinese Kung fu since I was 16. Since then I have taken on 2 new styles which means I am currently training in 3 styles of Kung Fu. Wing Chun, 5 Animals and Chow Gar.

Computers

- I love computers in all their forms; I often work both on and with computers.

- I have taught myself basic HTML (web page programming language) in order to construct my own web sites
- I am begging to learn PHP
- This website has now become more functional, as I add more things to it constantly. Including my own web comic.
- I am interested in learning multiple programming languages, included Java, JavaScript, xHTML and higher level languages such as Pascal, C +, C++, Delphi and the latter.
- I have started to teach my self very basic forms of C++

CIW: Web Design and Management, Project Management Home Course

- I am currently doing a course with SkillsTrain on Web Design and Management and Project Management
- This is a home course, so it would not interfere with work
- I run several websites including some paid projects.