

Stephen Woodburn

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West Sussex

07429690596

Personal Profile

I am a punctual, hardworking and trustworthy individual, who is good natured, kind and caring. I consider myself to be a polite and friendly person who enjoys interacting with a wide variety of people. I am always keen to learn new things and work well as part of a team as well as being comfortable working on my own. In my previous employment positions I have enjoyed working in environments where I can meet new people and help them to have a fulfilling customer experience.

Employment History

ESTEEM Charity March 2016 - present

Office Assistant.

In this position I have been responsible for managing the office space. My duties include answering the phone and directing calls to members of staff. I also greeted visitors and members of the public, managing ESTEEM's sign in system and ensuring enquiries are directed to the correct member of staff. Maintaining the cleanliness of the office and building facilities.

Key skills

- Reception duties and call handling
- Customer service and enquiry management
- Maintaining suitable work spaces

Sussex Removals Company - March 2020 - November 2020

Remover

In this position I have been assisting with house and office moves, this has included moving customers items from old homes to new. In addition to the basic duties of a remover, I have been asked to dismantle/reassemble customers items, and was regularly trusted to stay 'vanside' and load and organise items for transit.

Key Skills

- Manual Handling - Moving/Dismantling/Reassembling Customers items
- Working within a team
- Customer service

Mind Charity Shop - : March 2017 - March 2020

Sales Assistant (Voluntary Position)

In this position I was responsible for serving customers, receiving donations and organising stock.

Key Skills

- Customer service
- Sale of Items
- Taking out old stock and replacing it with new stock

Mayberry's Garden Centre - September 2012 - September 2013

General Assistant

In this role I was responsible for instore duties such as replacing stock and moving old stock. In addition I also worked within the centres coffee shop

Key Skills

- Customer Service
- Stock management
- Washing up and taking food to the customers

Work Experience

Adur Computer Shop June 2012

Shop Assistant

In this role I helped with small repairs and odd jobs, gaining knowledge through observing and repeating tasks.

Key Achievements and Training

National Citizen Service - August 2013 - August 2013.

This was an extension of the work I did below with the Prince's Trust.

The Prince's Trust Programme - June 2012 - August 2012

Here I learnt invaluable skills in communicating effectively to the public both remotely and face to face. The programme included working within a team and organising a community action project.

Youth Service - Member of The Children in Care Council - September 2007 - September 2015

The Children In Care Council provides a place where young people can go to talk about their opinions about the care system. As part of this initiative more experienced members help to mentor newer members through the system. My involvement in this included talking to young people and asking them about what could be improved about the system.

First Aid Qualification - St Johns Ambulance - February 2008 - February 2010

Basic first aid qualification achieved

Education and Qualifications

* **Northbrook College, Broadwater, Worthing** 2013-2015

- BTEC Work skills - Passed, BTEC Vocational Skills - Passed, Maths level 2 - Grade G

* **Worthing High School / Oak Grove College (A.I.M.S.)** 2008-2012

- English - Grade G, BTEC Level 2 Science - Grade Pass, BTEC IT - Grade Pass

Interests My interests include Films, Music and animals

References

ESTEEM - Youth Organisation Emma Edwards - Programme Manager	SUSSEX REMOVALS COMPANY Alex Ede - Self-Employed Removals Manager
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