

Resume

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Objective

My goal as an employee is to prove that I am hard-working, have great interpersonal skills, trustworthy, and quick to learn. I believe that with my wide range of skills and experience I could be a great addition to any team.

Experience

Bute Island Foods / Training & Technical Assistant

May 2019 - April 2022, Isle of Bute

I ran the training department for a busy food manufacturing company. My main responsibilities include staff inductions, liaising with Health & Safety, HR & Finance departments to ensure all information legally required and required by the company is covered. I issue and supervise staff with training, working with their department managers to ensure it is completed promptly and that it is effective, testing their competency once their training is complete and ensuring that it complies with BRC standards. I issue training records when updates to policies and procedures come into place and complete yearly refresher training on a range of topics. I have also assumed the role of auditor while the Quality Systems Manager is on maternity leave, taking responsibility for monthly Good Manufacturing Standards, Glass & Hard Clear Plastics and Pre-requisite audits and other audits as required, working with the company directors to discuss any non-conformances, root cause analysis, and corrective/preventative measures. I have also taken responsibility for Pest Control across the site completing weekly walk rounds by myself and monthly visits with our pest control contractors. I recently oversaw our transition from one pest control company to another working closely with our in-house maintenance team to ensure that everything went smoothly.

Dodgson & Macleod Ltd. / Director/Owner

April 2018 - April 2019, Isle of Bute

During my time here I was responsible for owning and operating a small convenience store serving the community of Ardbeg. My duties included the day to day operations including cash management, stock ordering, staff training, social media operations, preparing hot/cold snacks, and general housekeeping. I was also responsible for purchasing decisions and developing the business expanding on the food & beverage side of things as well as redesigning and merchandising the shop floor.

Ardbeg Mini Market / Cashier

June 2016 - April 2018, Isle of Bute

In this position, I was responsible for operating a till, stocking shelves, serving tea and coffee, delivering newspapers and groceries, and opening/closing down the shop.

Costa Coffee / Assistant Manager

October 2014 - June 2015, Edinburgh

Managing a large team of employees in a fast-paced food & beverage environment. Monitoring and driving sales. Coaching staff to follow strict procedures set by the company. Doing weekly inventories to monitor gross profit, waste, and labor targets. Ordering and maintaining a stock level based on sales projections. General administrative duties working mainly with Excel spreadsheets.

Burger King / Assistant Manager

November 2012 - October 2014, Edinburgh

Managing a large team of employees in a fast-paced food environment. Monitoring and driving sales. Coaching staff to follow strict procedures set by the company. Doing weekly inventories to monitor gross profit, waste, and labor targets. Ordering and maintaining a stock level based on sales projections. Responsibility as Site Loss Control Coordinator doing monthly Health and Safety Audits. General administrative duties working mainly with Excel spreadsheets.

Hilton Hotels / Assistant Night Manager

December 2010 - November 2012, Edinburgh

In this position my duties included working behind reception using excel and word, closing down hotel systems, nightly audits on the day's takings, preparing and delivering room service, tending bar and some barista work, setting up conference and events suites, concierge, and guest relations and general housekeeping.

Education

Broxburn Academy / Standard Grades

August 2001 - January - 2005, Broxburn

Biology - 1

Art and Design - 2

English - 2

Math's - 2

Computing - 3

Awards

- Qualifi Level 5 Diploma in Teaching English as a Foreign Language (TEFL) (The TEFL Academy) (RQF) - 2023
- Diploma in Food Hygiene - Alison Online - 2020
- Train the Trainer Certificate - Gary Bedingfield Training - 2019
- Food Hygiene Level 2 in Manufacturing - NCC - 2019
- General Data Protection Regulations - Citation - 2019
- Manual Handling - Citation - 2019
- Internal Audit Distance Learning Course - Allsafe - 2019
- Allergen Awareness for Manufacturing - Train 4 Academy - 2019
- Level 2 Award in Understanding HACCP - Train 4 Academy - 2019
- Pest Awareness Training - Ecolab - 2019
- Food Hygiene Level 2 in Catering - One Training Services - 2018
- SVQ Level 3 Modern Apprenticeship for Management - JP Management - 2014