

James Little

Email: james@jameslittle.co.uk
Website: www.jameslittle.co.uk
Mobile: 07544872042

Objectives

From the moment I produced "Hello World" in the console, I knew I was hooked into the world of Web development. Web development has never been 'just a job' for me, it has offered an engaging challenge to continually learn and improve my skills. What started with a simple "Hello World" has become a full-fledged passion that only gets more exciting as the days go by.

Experience

Duty Manager

Tesco

Maintained professional demeanour in all customer interactions, answered concerns and resolved problems with friendly and knowledgeable approach. Used proactive problem-solving skills to resolve issues quickly and effectively, minimising operational disruption. Drove performance and process improvements by performing frequent evaluations of business operations, current procedures and personnel actions. Coached and mentored junior staff, developing confidence and competence for enhanced service delivery. Helped improve customer service, quality assurance and service speed by developing and implementing successful solutions. Held regular briefings and communication meetings with team members, motivating staff to achieve exceptional results for customers

Restaurant General Manager

KFC

Counselled and disciplined staff, addressing issues promptly and providing constructive feedback. Determined root cause of performance trends and developed process improvement plans which targeted assurance in safety, health, quality and customer satisfaction. Communicated well and used strong interpersonal skills to establish positive relationships with guests and employees. Mentored front of house personnel on company policies customer service techniques and professional communication. Met, greeted and encouraged feedback from customers and used feedback to implement positive changes. Applied classic culinary training, awareness of market and menu trends, cost control process and team building to meet and exceed brand-based performance standards. Trained workers in every position, including food preparation, money handling and cleaning roles.

Prison Officer

HMPS HMP ISIS

Prevented and constructively managed challenging behaviours, demonstrating fairness and consistency to build positive relationships. Promoted positive behaviour in individuals engaging in rehabilitation and reintegration initiatives, providing supportive, inclusive approach. Managed individuals' casework, exercising professional judgement in responding to particular needs and challenges. Employed de-escalation techniques, verbal commands and physical and mechanical restraints to address unruly inmates. Promoted rehabilitation of offenders and maintained safety of staff and residents. Maintained high-level of awareness in order to detect potential threats from and to residents and quickly diffuse conflicts. Wrote daily reports outlining recommendations for further treatment strategies and diagnostic efforts. Spearheaded special projects and resolved complex problems that impacted management and prison direction.

Key Skills

HTML

CSS

Javascript

React

Git

Team management

Communicate new

company processes to

the team

Problem solving

Outstanding customer

service

Qualifications

Level 2 computerised accounting for business

(IAB) International Association of Book-keepers

5/2016 - 7/2016

NVQ Level 3 Electrotechnical Technology

Lewisham college

9/2009 - 9/2011

Secondary education 7 GCSE A-C

Bexleyheath secondary school

9/2003 - 9/2009

Interests

Singleboard/8bit
computers

Vintage electronics
Landscape Oil Painting

References

Request On Demand