

James Little

<http://www.jameslittle.co.uk>

<http://www.github.com/jjlittle20>

Bexleyheath, London

07544872042

Jameslittle12@hotmail.com

OBJECTIVE

Currently I am a customer-focused Duty manager, successfully contributing to company profits by improving team efficiency and productivity. Use excellent organisational skills to enhance efficiency and lead teams to achieve outstanding results.

Detail-orientated, adept at making critical decisions, managing deadlines and conducting team reviews. With expertise in analysis and problem-solving skills, dedicated to company growth and improvements

In addition, I have been teaching myself how to build applications and webpages using different frameworks and languages while holding down a full-time job. While this has provided many challenges such as getting tasks completed in the limited time I have it has also provided me with a great appreciation and passion to return to it at every opportunity. My passion is in technology and love to dive deep into documentation or reverse engineer if no documentation is available.

EDUCATION

**May 2016 -
July 2016**

Level 2 computerised accounting for business, (IAB) International Association of Book-keepers.

**September 2009
-September 2011**

NVQ Level 3 Electrotechnical Technology, Lewisham college.

EXPERIENCE

September 2011 – November 2014
Mason • Scanlon Restoration Ltd

- Working with different materials including slate, sandstone, limestone, marble and granite
- Interpreting technical drawings
- Collaborating with historians and conservationists
- Thinking creatively and problem solving

December 2014 – December 2016
Prison Officer • HMPS HMP ISIS

- Prevented and constructively managed challenging behaviours, demonstrating fairness and consistency to build positive relationships.

**September 2007 –
September 2009**

Fine Art A level.

**September 2003 –
September 2007**

Secondary Education 8 GCSEs A-
C

- Managed individuals' casework, exercising professional judgement in responding to particular needs and challenges.
- Spearheaded special projects and resolved complex problems that impacted management and prison direction.

December 2016 – December 2018
Restaurant General Manager • KFC

- 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.
- Applied classic culinary training, awareness of market and menu trends, cost control process and team building to meet and exceed brand-based performance standards.

December 2018 – Present
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.
- Coached and mentored junior staff, developing confidence and competence for enhanced service delivery.

KEY SKILLS —

- JavaScript
- HTML
- CSS
- React.js
- Materialize
- Material UI
- Git source control
- Problem-solving
- Process updates
- Proactive issue resolution
- Dispute resolution abilities
- Outstanding customer service
- Team management
- H&S legislation knowledge

PROJECTS

I have created a new website for a local bathroom renovation company who hasn't updated their website since 2013. I used React.js, Material Ui and react routing.

My completed projects are a standalone Weather app that can give you the weather plus other useful information such as windspeed or cloud cover percentage.

I also have a useful tip calculator to show how much you should tip depending on your dining experience.

My first 2 projects were a simple background colour changer that has the ability to choose a random colour based on hex value with approx. 16million combinations and a pin code checker which holds the correct pin code in an array and checks the input against it.

When I have completed my current project, I want to work on an integrated listing and inventory management system for eBay that will be useful from micro businesses all the way up to large scale businesses. It will check the listing and return information such as if it is currently active where it is located in your storage system current shipping information as well as the ability to apply features in the future.

INTERESTS

I enjoy writing programs and learning new programming concepts and picking thorough other peoples projects to get inspiration and new programming ideas.

I have a passion for single board / 8-bit computers such as the Acorn Electron which is one of my prized possessions.

Currently I am building a small CNC circuit board printer which is based on the Arduino.

I enjoy repairing / restoring vintage electronics which I sell on eBay to subsidise my hobbies.

I am also a keen oil landscape painter and take inspiration from Bob Ross with my subjects being forests and mountain scenes.

REFERENCES

[Available upon request.]
