

MATTHEW TITTENSOR

15 Lingmell Close
Gamston
Nottingham
NG2 6SB

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Mobile number - 07948605413 **email address** Mr_Titty@live.co.uk

D.O.B - 11 May 1990

Skills

I have excellent interpersonal skills; these have been built up dealing with customers and colleagues on a regular basis. My communication skills are also excellent and again have improved due to my constant need to communicate with my fellow colleagues and direct contact with the general public. I have great organisational skills and I always ensure that I meet deadlines. Due to the nature of the company that I currently work in, problem solving skills have been essential. I am due to take my driver's licence in March 2010.

Work experience

Blockbuster Entertainment

July 2008 – February 2010

Customer service specialist

I have developed in the following skills –

- Complaints – I have learnt how to deal with customer complaints more effectively and within a short time frame.
- Problem solving – I have built great problem solving skills that have involved communicating with colleagues and using my own initiative.
- Improved keyboard skills and cash handling and daily banking of tills.
- Team work – Wherever possible I assist my colleagues and help them in their job.
- Responding face to face, and by phone
- I have built an understanding of the retail business and its objectives.
- Managing customer expectations by taking the right action.
- High productivity level.

Goose at Gamston

May 2006 – March 2008

Waiting/bar staff

- Taking orders
- Cash handling
- Customer Service
- Housekeeping Duties

Hobbies and interest

When I am not working I enjoy playing and watching football and play for a local team. Cooking, going out for meals, holidays and spending time with the family.

EDUCATION

Rushcliffe School, Nottingham 2001-2006
GCSE s

Maths E
English D
P.E Grade B
Science D
Pre Voc C
Drama C

Castle College – Nottingham

BTEC National Diploma in Sports leadership and Exercise 2006 - 2007

Plumbing level 1 2006-2007

Carpentry level 1 2007-2008

Painting and decorating level 1 2008 -2009

REFERENCES

Elisa Leeshie
27 Gordon Road
West bridgford
Nottingham

0115 9816 073

Goose at Gamston
Current Manager
Beckside
Nottingham

0115 9821041

