

Alex Sawyer

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Skills

Team Management

Forward thinking and proactive

Great communicator with Interpersonal skills

Hardworking and meticulous

Flexibility and adaptability

Hands on individual

Great timekeeper

Experienced in stock management

Thrives under high pressure situation

Computer literate

First Aid Trained

Full UK Driving License + own car

Education

Amersham and Wycombe College, (2015-2017)

Electrical Installation Level 2 NVQ in City and Guilds: Pass

Holmer Green Senior School, 2015

GCSES:

Mathematics (B), English Language (C), English Literature (C), Science Core (B) Science Advanced (C) ICT (C) History (C)

Certificates available upon request

Professional Summary

A hard working, diligent, 23 year old professional with strong experience in hospitality and electrical installation. Having spent 3+ years working in management in the coffee industry, I have developed my personal and team management skills. Additionally though varying roles I have had the opportunity to perfect my communication and customer service skills to ensure tasks are completed in a timely and well-mannered fashion. Prior to working in hospitality I was employed as an apprentice electrician working on large commercial jobs such as lighting in the main hall of the Natural History Museum. I also specialized in domestic callouts, where I would be tasked with communicating with the customers, diagnosing issues and resolving problems to meet the customers deadlines and requirements.

During lockdown, I took on projects around the house such as kitchen, bathroom and garden renovations and fixed domestic appliances such as the oven and fridge freezer and am keen to better my skillset. I hold a full clean UK driver license and am moving to the Bristol area in the upcoming weeks.

Experience

Rex Artisan Bakery, Little Chalfont, Store Manager (August 2022 – Present)

I am responsible for day to day store operations, coffee machine servicing, quality control, stock control, team management, resolving complaints and producing great service to my staff and customers.

- Whilst working at Rex I have been responsible for serving and maintaining the stores La Marzocca coffee machine and other coffee equipment and white goods.
- I have changed burr sets on the store grinder and have amended the setting to ensure the machine and grinders are running at their optimum.
- To do this was required to contact third party suppliers to obtain the parts and information on how to service the machine.
- I am looking to challenge myself and further develop my knowledge and skills in appliance maintenance.

Djanogly Sherwood Academy, Teaching Assistant, (Sept 2021 – Present)

Supporting the classroom teacher in lessons and hosting interventions for individuals who struggle to access the curriculum.

- Regular professional communication with staff members and families of the school, to ensure we are working fluidly as a team and my assistance is being best used.
- Organization and planning of lessons to ensure all students can access the curriculum.
- Time management under high pressure situations.
- Competent in food hygiene standards due to running a daily breakfast club.
- Completed Emergency First Aid at Work (EFAW) qualification.

The Amersham School, Teaching Assistant (Sept 2020 – Aug 2021)

Full time SEN Teaching Assistant at The Amersham School. Responsible for educating specific secondary school students with learning difficulties.

- Building strong relationships with teachers and students.
- Communicated with parents and teachers to update on student progression.
- Developing personalized learning tools to aid students' progression in a style that suits them.
- Remaining composed and problem solving during high conflict and stressful situations.
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Customer Assistant, Tesco, High Wycombe (March 2020 – Aug 2020)

- During the pandemic I worked at Tesco High Wycombe as a Store Assistant.
- My daily tasks would include replenishing stock, customer facing and queries, ordering and wastage and assisting customers with finding products.
- I worked within a team to and used my organisation skills to prioritise tasks.

Please see next page for further experience

Assistant Manager, Harris and Hoole, Amersham (January 2018 – December 2019)

Full time Assistant manager responsible for communicating with customers, managing mine and my teams workload, ordering and resolving complaints.

- I began working at Harris and Hoole Amersham as a part time Barista, with the responsibilities of serving on the tills and interfacing with customers.
- I would then produce high quality food and drinks in high pressure situations.
- I thoroughly enjoyed this role and quickly progressed to full time Shift Leader/Supervisor where I was responsible for leading shifts, managing my team, cashing up and dealing with customer complaints.
- Through my love of speciality coffee, I was ecstatic when offered the position as Shop Hooligan (Head Barista) at my store. This meant I was responsible for checking the Espresso was regularly dialled in whilst on shift and that the machine was being regularly serviced.
- This occasionally meant I would lease with third party companies to order parts and acquire servicing advice. I completed my Assistant Manager training and was entrusted with orders and wastage, leasing with other stores and communicating with the local community to promote my store.

Apprentice Electrician, L Harvey & Son (June 2015 – December 2017)

- Whilst at L Harvey and Son Ltd I learnt how to manage workflow and stick to deadlines.
- I applied skills such as single and three phase installations, power, lighting, data to large scale jobs such as the main hall in the Natural History Museum.
- Additionally, I worked on smaller call out jobs to domestic and commercial properties where I would be responsible for communicating with the clients and suppliers in order to resolve issue in a timely manner.
- I learnt many skills whilst working at L Harvey and Son including, communication between other trades, time management, general use of hand and power tools, diagnostics of faults and a keen attention to detail.

References available upon request
