**Shane Richards**

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**Introduction**

I am a confident individual, with plenty of experience in working efficiently to meet the demands and deadlines of the work that I undertake. I always strive to be the best in whichever task I apply myself to by using both my own knowledge and experience or through listening and taking appropriate advice. Although I am currently employed, I am looking for a new venture where I can expand my experience, knowledge and potentially work my way up through a company.

**Key Skills**

* Professional and hardworking
* Extensive customer service experience
* Full, clean driving licence
* Driven and hardworking

**Education, awards and certificates**

* 6x A-C grade GCSEs - The Grange School, Aylesbury, 1998-2002
* Multiple NVQs and certificates within the catering and hospitality industry, such as food safety and hygiene certificates.
* Obtained CSCS certificate
* Health and Safety certificate
* Manual Handling certificate

**Employment History**

**Mitchell and Butlers 2003-2011 -** Head Chef /Assistant Manager

During my time in this role, I worked my way up to a senior position. My responsibilities included:

* The daily running of large and busy restaurants
* Managing a large team of individuals, including rotas
* Weekly payroll and banking
* Working to weekly budgets and targets
* Stock checks and ordering

**ALAM Build 2011-2016 -** General Labourer/Bricklayer

* Working on various building projects
* Primarily labouring and bricklaying
* Gained experience with various other skills
* Built my knowledge of the construction industry

**Total cover fire and security 2016 – 2019**

* Improving safety and security, from small homes to large businesses
* Installing a variety of intruder alarms/P.I.R , CCTV cameras and smoke/fire alarms
* I gained a thorough understanding of the systems that we used and how to effectively use them.

**R B Electrix November 2019 – December 2020 – Electrical Improver**

* Wiring plug sockets and lighting
* Working on consumer units
* Maintaining the highest possible standard of health and safety whilst working with high voltages

**Whirlpool Corporation – February 2021 – Present** - White Goods Field Engineer

* Managing my van and stock
* Looking ahead at jobs to ensure I have parts needed, and ordering them in a timely manner if required
* Liaising with the planning team, management, and customers to ensure the best service is provided every time
* Working to daily, weekly and monthly targets
* Repairing white goods, including washing machines, ovens & oven hoods, tumble dryers, dishwashers and extractor fans
* Providing a high level customer service at every job I attend

References available on request