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| KieranJervis | horizontal lineKieran Jervis07775679676kieranlukejervis@gmail.com |
| **ㅡ**Skills | horizontal lineHighly Proficient in Microsoft Office; Word, Excel, PowerPoint, etc.Advanced problem-solving skillsProficient in Python, C#, and JavaScriptProficient in Linux.High-level teamwork, communication, and leadership skills.  |
| **ㅡ**Experience | horizontal linebet365 / Customer service Agent (Live chat) November 2021 - Current, Etruria – Stoke on Trent.Assist customers in anything related to the site, tasked with maintaining a working knowledge of offers and changes made to the site including ongoing errors and issues the company is facing to provide the most up-to-date and accurate information to the customer possible. High-speed working environment and constantly changing product means working here has made me a flexible worker and highly proficient in maintaining customer to business relations.Van Dyk Hotel/ BartenderFebruary 2021 - August 2021, Van Dyk Hotel - ChesterfieldDuring my time with Van Dyk Hotel, I gained further face to face customer experience in a fast-paced environment. Along with practicing proper food hygiene standards when handling beverages, I was able to complete tickets in a fast and efficient manor whilst maintaining a good rapport with the customer who ordered the drink. Marks and Spencer / Shopping assistant December 2019 - January 2021, Chesterfield S40 1PSAssisting customers in daily shopping, finding items and helping the elderly navigate the store. operating tills on a regular basis tending purchases and ensuring excellent customer satisfaction by solving queries and picking products that are in stock but not on the shelf. Diagnosing minor faults with tills and other equipment and also assisting the ops team with stock offloads and freezer stock rotation. Took part in the “turkey run” (Christmas food to order) picking and serving customers’ orders from stock and providing polite customer service whilst helping with any queries they had. CMS UK Ltd/ Volunteer Service EngineerAugust 2019 - September 2019, VariousAssisting and shadowing a senior member of the CNC repair team to gain experience in the field including spindle changing, machine alignment, and machine operation. Working here sparked an interest in technologies and is what propelled me to wards my ongoing computer science degree. |
| **ㅡ**Education | horizontal lineStaffordshire University / Computer Science BSc.August 2021 – Current, Stoke on Trent.I am currently working towards my Computer Science BSc degree with a strong focus on web and software development. During my degree I have been able to gain leadership and organization skills that enable me to lead in an efficient and fair manner. Netherthorpe school / A levelSeptember 2016 - July 2018, ChesterfieldDuring my time at sixth form, I acquired 3 A levels in the sciences.Physics - E, Chemistry - E, Biology - D.Netherthorpe school / GCSESeptember 2011 - June 2016, ChesterfieldDuring my time in school, I received 10 GCSE’sEnglish Lit - B, English Lang - C, Mathematics - B, Triple science (Core, Further, Further Additional) -BBC, Computing - D, Geography - C, Spanish - D, ICT - B. |
| **ㅡ****Courses**  | horizontal lineData Analytics / Computer Science BSc.March 2023 – Current, Staffordshire University - Stoke on TrentI am currently working towards my Computer Science BSc degree with a strong focus on web and software development. |