

Tom Burrough

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PERSONAL STATEMENT

I believe I would be suited for a role in your business as I am a hard worker and enjoy being busy. I am a natural problem solver and enjoy challenging tasks and working with data. I am good in a team and get on well with people. I am highly motivated by goal-based tasks. During my A-levels studying Use of Mathematics really taught me how to analyze and study data in a fast and accurate way, a skill I continued and refined in my time as a pilot. During this time I learnt how to hyper focus while maintaining a large awareness of the bigger picture. This combination has made me very efficient at processing data and deciding on how to move forward decisively. I am a fast learner and have spent a large deal of my life around computers and feel very comfortable navigating most software shown to me.

WORK EXPERIENCE

Sales Assistant – (Full Time) September 2019 – April 2020

Wickes, Winchester - <https://www.wickes.co.uk/>
Winchester

Responsibilities:

- Helped with the general running of the store, including stock management
- Dependent on the shift I would help with closing and cashing up at night.
- Main focus of this job was ensuring customers left with every need met without delaying their day

Bar Staff – April 2018 (Part Time) – September 2018

The Dove Evington - <https://www.doveevington.co.uk/>
Leicester

Responsibilities:

- I would regularly be the sole bartender for the evening.
- I was responsible for closing the bar and cashing up.
- Being the only bar staff in a shift meant I would be responsible for coordinating drinks for the restaurant as well as the drinking area.

Customer Services (Full-Time Telephone) – October 2015 – April 2016

Utilita Energy - <http://www.utilita.co.uk/>
Winchester

Responsibilities:

- Challenging environment which required patience and empathy with the customer
- Moved through 3 departments, increasing the amount and type of calls that came through each time.
- Organising and tracking customer payment methods and accounts on a regular basis through a customer platform/ system, inputting accurate data to ensure the best response for each customer.
- Towards the end was trusted by the team manager and often given difficult accounts to deal with.

Guildhall Part Time – September 2014 – October 2015

Winchester City Council - <http://www.guildhallwinchester.co.uk/>
Winchester

Responsibilities:

- Started in the kitchen and moved through to event / café staff.
- Worked heavily with customers as well as organising and day to day management of tasks
- Often closed the café at the end of the day, ensuring correct numbers in multiple tills and balancing the books for the next day

- Training with tills, commercial coffee machines, commercial kitchen equipment and some bar work.

EDUCATION

BSc (Hons), Professional Rotary Piloting – January 2018 – deferred.

Middlesex University (studying at Leicester Airfield)

- Currently on hold due to lack of personal funding.
- Whilst training I have spent a lot of time around both pilots and customers, teaching me a great deal of Professionalism in all circumstances
- Taught me Captancy, including fast quick decision making and how to work well under high stress situations
- Studying independently meant that I had to find my personal motivation and use my own resources to find answers when not provided.
- The regimented functioning of an airfield left little room for sloppy timekeeping and meant that I learnt to complete tasks quickly whilst ensuring that they were finished to the highest standard.

A-Levels, September 2013– June 2015

Peter Symonds College,
Winchester

Graphic Communication: D

Use of Mathematics: E

History: E

GCSE's, September 2011 – June 2013

The Westgate School,
Winchester

English Literature: A

English Language: B

Maths: B

Physics: B

Chemistry: B

Biology: B

History: C

Product Design: C

Fine Art: C

Spanish: C

Religious Studies: D

Functional ICT Level 1: Pass

PERSONAL INTERESTS

My main focus currently is trying to find a job that has potential to open doors for me in the future. However I enjoy most sports such as mountain biking, rock climbing and try to go to the gym when I have the free time. When I'm not doing those I enjoy learning new things such as languages and new instruments, also I like to find new music to entertain myself. One of my biggest hobbies and how I spend most of my time is Strategy Games and MMO's, this involve a large amount of fast keyboard skills and a large understanding of computer systems and how to edit them to suit you. In these games I help run a guild which has taught me use of Spreadsheets to streamline information and organise a large quantity of people (300+).

REFERENCES

Joe Hynes- Ilkley Aviation: joe@ilkleyaviation.co.uk

Huw Neyroud- Electra Link Inc: huw.neyroud@electralink.co.uk