

Curriculum Vitae - Thomas Snow

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Education -

University of the West of England: Sept 2013 - May 2016
Neath Port Talbot College: Sept 2010 – June 2013
Ysgol Gyfun Ystalyfera: 2005 – 2010
Ysgol Gynradd Gymraeg Rhosafan: 1996 – 2005

Career History -

- Space Engineering Services, Parts and Procurement: 01/12/2017 - Present.

At Space, I work on the procurement team, and my role is based around working with engineers/suppliers to order parts for maintenance jobs at supermarkets around the country. It takes a lot of sales know how, and the ability to look at technical data sheets for technology I'm not familiar with (biomass boilers, heating, refrigeration) and pick parts for repairs from what the engineer has told me. To do well at this role it requires; the utmost attention to detail, good communication skills, and the ability to analyse a new situation and make sure that I can learn as much about it in as little time as possible, in order to get the correct results in the cheapest and quickest possible way.

- Teleperformance, Bureau Agent: 03/07/17 - 30/11/2017.

At Teleperformance, I worked as a customer service agent for 3 campaigns (Her Majesty's Passport office, NHS Blood and Transplant and the Department of Work and Pensions) which I performed bilingually. My job required heavy problem solving as most of my work is with HMPO, and each call scenario is different, which means I have to actively listen to the customer whilst simultaneously decipher what their issue is, and how I can help them to solve it. Juggling 3 different campaigns means I had to constantly be on my feet; ready for any call that comes in.

- Cinegy, Product Management Analyst: 01/11/16 - 01/05/17.

My role involved rigorous testing and research of new features of the 12 different pieces of software we develop. This meant communicating with teams of different people, all over the world through the internet and in person. I would have to make sure that everyone got what they needed to complete different development stages through the release cycle, this meant helping anyone from the lead software developer down to the documentation team that wrote up the software manuals. I was responsible of the development of our YouTube tutorial series for each different element of software we had. This meant directing, shooting, editing and distributing YouTube videos to our large customer base. I was responsible for the marketing and distribution of these videos, which also meant market research into new directions our

products could go. This was important before and after the video was produced as our customers relied on new groundbreaking features, as much as they relied on our tutorials when these new features were added.

- Vodafone, Retail Advisor: 01/9/2014 - 31/10/16

This role meant meeting with customers and discussing their issues, aspirations and limitations when it came to mobile phones or home broadband. It was never about selling to earn commission, it was about selling to make sure that the customer walked out of the store in a better and happier position than when they walked in. Another part of my job was dealing with customers that may become irate or agitated due to a billing error. This relied on assessing the situation, and reacting appropriately in order to make sure that I understood the customers frustrations, and reacted in a way that would resolve the issue. It then came down to reassurance and problem solving in order to work out how to keep both parties happy. I was an “unofficial” assistant manager due to understaffing, which entailed creating rotas and opening/closing the store on a daily basis.

- DVLA, Administrative Assistant: 06/11/2012 - 6/09/2013

At the DVLA I worked in the mailroom and my job was to make sure that each letter made it to the correct department, and made it there quickly. My job involved going through multiple hundreds of letters per shift, opening them and quickly deciphering where they needed to go. This job needed speed, and the ability to perform at the utmost accuracy at speed. I was also subject to quality checks once per week. This meant that one batch of your sorted mail per week would be sent to the QC department and they would score it. Throughout my time at the DVLA I had an accuracy rate of 99.8% and a speed rate of 97%. As we worked in bundles of 50 letters (ranging in difficulty from different internal postcodes) those figures are at the upper end of performance of this job as I managed to get through at least 700 letters in a 5 hour shift.

Qualifications -

Higher Education:

- During summer of 2016 I graduated from the University of the West of England with a second class honours (upper division (2:1)) degree in Drama.

A Level:

- C, C, D - I had a Cs in Computing and Drama along with an AS level in Maths and Law.
- I also achieved a Double Distinction Starred in a BTEC Gap year course. This course contained different elements of Drama and Performance. Ranging from acting, directing, writing and stage management.

GCSE's:

- A*, 4A's, 5B's & 2C's - Achieving an A* in Biology, Chemistry and Physics and A's in Maths, first language Welsh literature and language and A in additional science.

Achievements & Attributes -

- In 2009 I achieved a Bronze award in the Duke of Edinburgh in record time. This included using maps to navigate through the Brecon beacons. I took leadership over 5 people and flourished in it. I learnt a whole lot about working as a team, and it's importance to accomplishing tasks. The other part of the award came from volunteering; I used my spare time in order to coach youth football teams in order to achieve this part of the award.

- Consistently achieving monthly sales targets at Vodafone in one of the quietest stores in the south west region.
- Fluent Welsh speaker.