

Steven D. Jackson

Highly motivated and passionate about all things Customer service related. Hard working and has a can-do attitude which promotes professional, high quality body of work and never shies away from a challenge.

Contact information:
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Key skills:

- Excellent personable and communicational skills.
- Adaptable with working in new surroundings and with new people.
- Reliable and excellent time keeping.
- Happy to collaborate and work well within a team or on my own.
- Able to pick up new skills quickly.
- Great I.T knowledge and typing ability.

Employment Experience:

Customer Service Tech - Gamma, MediaCity - SEP 22 - Ongoing

- First person contact - Assisting Channel Partners to fulfilment of orders placed for Broadband/Telephone line orders to their business/premises.
- Troubleshooting possible obstacles for products/services not being completed to customer satisfaction.
- Answering calls and emails - logging information in the form of Tickets which are used to hold data and tracking CPs orders.

Barista Maestro - Costa Coffee, Oldham - JUL 22 / SEP 22

- Supervising role which includes stock taking, accepting and ordering fresh food and beverages for the week's busy periods into the store.
- Dealing with CIT. Checking, receiving and cash handling to ensure that cash tills are appropriately filled for trade.
- Ensuring that the store is opened, closed and cleaned to Costa standard when working within the store.
- Ensuring that all paperwork, temps and dates on products are all store compliant and up to date.

Costa Barista - Odeon Cinemas, Rochdale - MAR 21 / JUL 22

- Barista role, offering excellent customer service and creating tailor-catered hot & cold food and beverages for individual orders including guests with allergy specific needs.
- Ensuring that the store is kept to Costa standard whilst passing numerous external Costa checks taken spontaneously throughout time working at Costa each year.
- Kept and maintained hygiene standards throughout the day's trade.

Cinema host - Odeon Cinemas, Rochdale - OCT 14 / JUL 22

- Cinema Host role - Serving hundreds of guests on a day-to-day basis with a positive can-do attitude that creates a better cinematic experience which keeps them returning to the cinema complex.
- Ensuring food and drink beverages are served to company standards. - Offering suggestions for add-ons and pushing sales to cater for a better cinema experience.
- In charge of Posters and standees which offered guests more interaction within the cinema complex.
- Other roles included Staff representative, Head of cinema marketing and encouraged the best from others. My hard work eventually got recognised by the area manager and I was awarded numerous times as Staff of the Month for the customer service that I offered.

HE Education:

(2017-2019) Masters of Arts in Animation – University of

Central Lancashire / Grade received: Merit 2:1

(2011 – 2014) BA Hons in Animation – University of Central

Lancashire / Grade received: Pass / 2:2

(2010-2011) Pre Degree in Art & Design – The Oldham College

Grade received: Pass

(2008-2010) Nat Dip in Art & Design – The Oldham College

Grade received: DDD - (3A level equivalent)

(2007-2008) Intro Nat Dip in Art & Design – The Oldham College

Grade received: Distinction

Work placements:

Kilogramme, Manchester (2019)

First-hand experience in an Animation studio. Though I was working on production for my own degree film I was able to have an insight to how a studio operates.

Tiny Elephants, Chester (2019)

Set preparation for Stop motion Animation as well as assisting with prop creation.

Manchester Animation Festival – Home (2017)

Voluntary Team Leader position, in charge of other volunteers to ensure all festival areas are manned and the rota is scheduled correctly.

Manchester Animation Festival – Home (2015 & 2016)

Assisting attendees & guest speakers during Manchester's animation festival which runs over three days of events. These include guest speakers, Short films & Graduation films, quizzes, life drawing classes, workshops and award ceremonies.

Children's media Conference – Media City UK – 20th November 2014

As part of the BBC Children's media conference - the day event held at BBC in Media city - Assisting guests and speakers with directions and answering general enquiries, maintaining the conference. Mic handling etc.

