

## Personal Profile

I am an energetic, ambitious person who has a mature and responsible approach. Analytical with strong adaptability to various systems. Through experience I have gained excellent interpersonal skills. Able to work under pressure to hit tight deadlines and solve complicated and problematic situations. I am tenacious, resilient, well organised with a professional attitude.

## Work Experience

### Morrisons

Senior Replenishment Manager  
September 2018 to March 2019.

### Responsibilities

Take accountability of the store in the absence of the store manager. Ensure the availability for customers throughout the opening hours of the store. Plan and organise the short and medium term for all levels of replenishment across the store. Coach and support my management team to deliver a great store for our customers.

### Skills used

Building positive relationships	Customer focus
Interpersonal skills	Flexibility
IT and numeracy	Problem solving
Strong time management	Commercial awareness
Influencing and negotiation	Training and coaching
Ability to work under pressure to tight deadlines	

### Tesco

Twilight Team Manager  
September 2016 to September 2018.

### Responsibilities

As below

### Accomplishments

As below

### Skills used

As below

## **Lidl**

Assistant Store Manager  
September 2015 to September 2016.

### **Responsibilities**

Take accountability of the store in the absence of the store manager. Managing and motivating a team to increase sales and ensure efficiency. Confirm promotions are run accurately and to company standards. Ensure my team is working toward the target for the day and that excellent customer care standards are met at all times. Managing stock levels and making key decisions about stock control. Analysing sales figures and forecasting future sales. Interpreting trends to facilitate planning. Dealing with staffing issues such as interviewing, conducting appraisals and performance reviews as well as providing and organizing training and development.

### **Skills used**

Building positive relationships	Customer focus
Interpersonal skills	Flexibility
IT and numeracy	Problem solving
Strong time management	Commercial awareness
Influencing and negotiation	Training and coaching
Ability to work under pressure to tight deadlines	

## **Tesco**

Team Manager  
August 2005 to September 2015.

### **Responsibilities**

As a Team manager I was responsible for achieving all KPI's. These included customer viewpoint, turnover, waste, unknown loss, training, absence and holiday management. I oversaw 20 members of staff and continuously implemented strategies to improve productivity. I also conducted training and seminars to motivate and build the skills of my team members. I continually assessed my employee's productivity levels and monitored their customer service level.

It was my job to produce methods that would benefit the department and by extension the business. I supported business initiatives and implemented company changes. I continuously maintained a high level of customer service in my department leading by example and training my staff on giving the customer a great experience, stress management techniques, such as how to cope with disgruntled customers and how to work under pressure. My main goal was to not only achieve business objectives but to go above and beyond them continuously.

### **Accomplishments**

Consistently delivered all KPI's in every role.  
Managed in multiple stores across varied departments.

### **Skills used**

Presenting to groups delivering training and change management.

Evaluating the opportunity cost of products to ensure shop floor profitability.  
Managing more than 20 staff and ensuring their productivity and customer service exceed expectations.

Jason Small

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## **Balfour Beatty Construction**

Invoicing Administrator  
2003

### **Responsibilities**

Entering invoice details into Microsoft Excel spreadsheets  
Using formulae in excel to ensure work was done to budget  
Liaising with subcontractors and project managers for invoice requests.  
Assisting with other areas of a busy office as required

### **Skills used**

Collaboration with colleagues to ensure budgets achieved  
Working under own initiative to achieve work to timescales

## **Education**

BSc in Computer Science 1<sup>st</sup> year.  
Cardiff University 2004-2005

BSc in Economics 1<sup>st</sup> year  
Birmingham University 2003-2004

A-Level Business and Economics - A  
A-Level Computing Software Engineering - B  
A-Level Applied Mathematics - C  
A-Level Physics - D

11 GCSE A\* - C Grade

## **Skills**

Accomplished level Microsoft Excel, Access and Word

Able to organise and prioritise my own workload effectively

Negotiating at all levels

Website development – HTML, CSS, PHP, SQL

## **Interests**

Spending time with my family is important to me. Given the rare chance I enjoy a round of golf.

References given on request.

Jason Small

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