CV Jeffery Forbes

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References: AVALIABLE UPON REQUEST

Current Employer: McDonald's Penge West

Phone: 07504516578

About Me: I am 22 years old, I am hard working, very punctual and polite. During lockdown in July 2020, I started to teach myself some programming skills starting with HTML and CSS, outside of programming I am a gamer who streams and makes YouTube videos, these all come with their own challenges and learning experiences, but I enjoy doing them because it focuses on not just doing something that I love but also on growing and producing content that people may enjoy.

Qualifications:

- ➢ 3 A Levels (Philosophy – B, Politics– B, Philosophy – C)
- ➢ 8 GCSEs A*- C
- ➢ 1 BTEC (Merit)

Education:

- ➢ University of Reading – LLB Law (Discontinued after 1 year) **September 2018 – September 2019**
- ➢ Christ the King Sixth Form College – UK, Brockley   **September 2016 – July 2018**
- ➢ City of Westminster College – UK, Paddington   **September 2015 – September 2016**
- ➢ Deptford Green School – UK, New Cross   **September 2013 – July 2015**

Career History

Technical Talent Accelerator – Generation& WhiteHat (September 2020 – November 2020)

- ➢ **The Programme –** The programme was a six-week intensive programme to get young people ready to start a career in the tech industry as apprentices. This involved everything from technical skills to professional skills such as personal responsibility, time management and teamwork.
- ➢ **Communication –** This was a key aspect of the programme particularly early to ensure that we all knew how to communicate with our peers and future co-workers effectively as well how to deal with situations of conflict.
- ➢ **HTML, CSS and JavaScript –** The primary three technical skills we learnt whilst on the programme (with key areas such as functions, bootstrap and loops etc) and we managed to then apply theses
- ➢ **Growth Mindset –** This was a key concept that was instilled at the start of the programme as a crucial mindset that we have to consistent work towards in order to work within the tech industry.
- ➢ **Persistence –** Another key concept that was taught during the TTA for us to understand that being a software engineers is particularly challenging and is primarily about problem solving, and persistence in find solutions is a key skill that we must continuously develop.

Crew Member – McDonald's Penge West (September 2019 – November 2020)

- ➢ **Communication –** Communication is key to team synergy at McDonalds to reduce production deviation and sales efficiency. As well as to ensure customer satisfaction.
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- ➢ On a regular shift there is a continuous need to ensure that customer satisfaction is a priority through the quality of food; so, we need to make sure that the food ingredients are 'tempered', in other words removed from the chiller to be place to chill to room temperature prior to being used.

- ➢ **Problem Solving –** Often during a normal shift, there are issues that arise such as machine or equipment malfunction that has to be resolved and as one of the few members of staff with the expertise of some of the equipment I often have to adapt to find solutions. For instance, the grill sometimes has faults due to changing the pre-set menu that controls the cooking timer for meat products.

Customer Experience Assistant/Manager - William Hill (October 2016 - May 2018)

➢ **Main Role -** Having worked at William Hill betting shop for 10 months, I have gained considerable and valuable experience in the retail business on how to give customers the correct service they want. In addition to this I have also had opportunities to maintaining quality customer experience, whilst managing a shop alone. This include managing the security procedures of my shop on the tills, safe, as well as other managerial responsibilities.

➢ **Shop Checks –** In addition to customer serving and translating both simple and complex bets, another key part of my jobs are to do hourly shop checks which includes toilet checks, cleaning the shop floor and carrying out buddy calls with other shops in the area to ensure that there are not any problems or issues.

Skills and Experiences:

➢ **HTML & CSS –** I have learnt HTML and CSS with certificates from Code Academy, I am currently learning JavaScript to improve my skills and make my websites more interactive and responsive.

➢ *Head Boy -* (Student Leadership and Representation) - During my last few months at my secondary school I was elected as 'Head Boy'; this role involved me setting an exceptional standard of what the other students in the school should aspire too.

➢ *Student Governor* – As the head of the student body during my A Levels I managed to work with my peers to create a variety of social events and fundraising activities such as a school-wide talent show and managed to raise over £1000 for charities.

➢ *NCS -* Showcase and Presentation Skills - This skill was developed in my time at NCS. This skill involved me learning how to structure and perform a speech presenting ideas which takes nerves, confidence, and energy.

➢ *Project Manager* - I oversaw 12 of my NCS peers leading and supporting them to achieve their personal goals and our goals as a team. This involves being a motivator and delegating tasks to each members of my team.

➢ *Community Visit* - I have experience of working alongside a diverse range of people. During the team challenge week, I visited and worked with diverse groups of people with different life experiences to myself, which from this I know how to work with a diverse range of people.

➢ *Social Action Planning* - I have worked in a team to develop a social action project that will improve my local community; I have carried out a survey to gain the input of others and then used the feedback to create the final idea. With the idea complete I have had to manage a budget, set targets, and work out the logistics that are necessary to turn our campaign into reality.

➢ *Partner Challenge* - I have been involved in delivering a social action project in partnership with a local charity, raising funds, preparing resources, buying equipment, looking after budgets, and working hard to improve my community.