**Thomas Halsall**

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**Professional Profile**

‘Professional and hard working with a passion for the environment and the outdoors’.

With extensive experience in both manual craft and people and customer service management roles; I am highly organised, efficient and thrive on working outdoors, I can deliver results under pressure to the highest standards. Furthermore, I am a great communicator enabling me to liaise at all levels with colleagues and customers.

**Core Skills**

* NPTC qualified tree surgeon (CS30/31).
* NPTC pesticide application qualified (PA1/6).
* Prince 2 Practitioner.
* High Level project/programme management assistant experience.
* Project management experience.
* Excellent communicator (verbal and written).

**Career summary**

**30th June 2015-Present Self Employed**

**Garden Maintenance and Tree Services.**

Outline

Run a successful and profitable business offering commercial, domestic and residential services throughout Cheshire, Warrington, and Stoke.

*Key Responsibilities*

* Undertake projects with costings and detailed plans to ensure the customer is fully informed throughout.
* Provide maintenance contracts throughout the year.
* Provide customers with accurate and detailed quotations ensuring communication is clear and robust to ensure high levels of customer service are maintained.

**March 1st, 2014 – 30th March 2016 Manchester Airport**

**Car Park Team Manager**

Outline

Broad-ranging role providing people and customer service management in one of the UK’s busiest airport car park operations.

*Key Responsibilities*

* Provided daily briefings and business updates for colleagues and senior management.
* Managed teams of colleagues consisting of no less than 10 people on a shift by shift basis
* Stakeholder management both internally and externally.
* Customer Service management.
* Ensuring ‘best practice’ was utilised across the airport site in relation to all car park related services.
* Setting and monitoring colleagues KPI’s and working to KPI’s set by senior management.
* Managing projects including budgets within the car park operation.
* Ensuring Health and Safety was adhered too and keeping up to date with changes and new policies.

**1st October 2013- 28th February 2014 Stansted Airport**

**Interim Passenger Services Operations Manager**

Outline

I was asked at short notice by the Director of Passenger Services to take on the role of Passenger Services Operations Manager during a full business restructure. A large part of the role was ensuring the 9 million pounds per annum National Express contract was being managed correctly.

*Key Responsibilities*

* Stakeholder Management of 3rd party clients.
* Relationship Management between Stansted Airport and National Express.
* Implementation and monitoring of agreed KPI’S and Standard Operating Procedures.
* Providing weekly updates to Director of Travel Services on operational performance.

**3rd October 2011-30th September 2013 Manchester Airport**

**Graduate Scheme**

Outline

A 2-year, 4 placement scheme designed to ensure a diverse overview of one of the UK’s busiest Airports. Working in operational, customer service, project management, and commercial based roles.

*Key responsibilities*

Terminal Operations.

* Customer Service management at all levels.
* Project managed and implemented trials of new holographic technology to improve customer service and safety.
* Analysed passenger data to find ways to improve passenger throughput through security per hour.
* Produced 100m emergency cordon evacuations plans, working closely with colleagues and stakeholders throughout the airport to ensure all requirements were met.

Car Park Operations.

* Project managed the delivery of block parking to increase efficiency, capacity, and revenues.
* Project managed the construction of new taxi cabins across the airport site.
* Worked within the project management team on updating site wide airport signage.

Cargo commercial.

* Produced an audit of the East Midlands cargo website and its partners to enable feedback on how the new Manchester Cargo website should be produced.
* Developed Manchester’s cargo website in line with feedback.
* Produced ‘ghost’ websites for Bournemouth and Stansted.

Programme Management Office.

* Providing project support assistance to all workstreams involved in the integration phase of Stansted into the Manchester Airport Group.
* Producing and maintaining risk registers and ‘live’ project milestone plans.
* Successful completion of Prince 2 Foundation and Practitioner courses.

**June 2002-September 2007 Professional Chef**

Outline

After leaving school I trained as a professional chef going to college 1 day per week whilst working full time. Gaining NVQ’s in professional cookery I quickly worked my way up the ladder getting my first Sous chef position early 2006. It was in 2007 that I decided I wanted to return to education to improve my knowledge base.

**Professional Bodies**

Prince 2 Practitioner -2014

**Education**

BSC (Hons) 2:2, Forensic Science and Criminal Investigation September 2008-June 2011

University of Central Lancashire

Access to Higher Education Award September 2007 – June 2008

Trafford College, Manchester

NPTC CS30/31 & PA1/6 qualified

11 GCSE’s including Maths, English, and Science

**References available on request**