**Michael Jon Taylor**

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* A motivated individual who has a positive attitude, is friendly, enthusiastic and committed to their career.
* I am eager for the opportunity to experience new challenges and strive for personal development.
* I am not afraid of hard work; I am confident that I will become a valued member of the team.
* I feel confident in decision making and I am able to follow policies and procedures such as health and safety to the highest standards.
* I am comfortable in working shifts and unsociable hours.

**Education**

**September 2004 - June 2005:** Information and communication Technology – Passed

**September 1999 – June 2004:** 10 GCSE’S including:

Science Grade B

English Language Grade B

English Literature Grade B

Mathematics Grade B

Art Grade A

**Work Experience**

**December 2017 – Present: Train Conductor at Northern.**

My roles and responsibilities include:

* Tain Operations: Coordinating with train drivers and other operational teams to ensure smooth train operations – Following schedules, monitoring signalling systems, and communicating with control to maintain adherence to timetables.
* Passenger Assistance: Assist passengers with boarding and exiting trains, check tickets, providing travel information, and ensure a comfortable and safe journey. I support passenger enquiries, offer assistance to vulnerable passengers, and maintain a welcoming atmosphere on board.
* Safety and Security: I enforce safety regulations, adhere to safety critical door procedures, conduct safety inspections, and respond to emergencies or incidents promptly. I am trained in emergency procedures and act as leaders in evacuations or other critical situations.
* Fare Collection and Revenue Protection: Collect fares for train tickets, validate tickets, and ensure proper fare payment from passengers. I also monitor for ticket irregularities and address instances of fare evasion or unauthorised travel.
* Communication and Coordination: Maintain communication with station dispatch, train drivers, dispatchers, and other crew members to ensure seamless coordination throughout the journey. I provide updates on delays or disruptions and relay important information to passengers.
* Record-Keeping: Maintain accurate records of passenger counts, ticket sales, incidents, and other relevant information. These records help track operational performance and provide data for analysis and planning.
* Customer Service: Be responsible for delivering exceptional customer service by interacting with passengers in a courteous and professional manner, addressing complaints or concerns, and I strive to create a positive and enjoyable travel experience.

**December 2013 - 2017: Deputy Manager at Aldi Stores Limited**

My roles and responsibilities included:

* Training and development of employees.
* To estimate sales and schedule hours to meet targets.
* Ensure the store is safe and all equipment is in good working order.
* knowing what documents must be completed and when.
* Knowing how to deal with an emergency incident such as fire, accidents and other threats.
* Ensuring all my staff are trained in health and safety requirements and that all training records are up to date.
* Following security procedures.
* Following the correct procedures for handling customer returns and complaints.
* Store key holder with the responsibility for attending alarm call outs.
* Conduct honesty checks on staff members.
* Run my store on a day to day basis.
* Always keep a smart and clean appearance whilst wearing full company uniform.

**December 2011 – 2013: Store Assistant at Aldi Stores Limited**

My roles and responsibilities include:

* Following correct procedures whilst on the till.
* Keeping a clean workspace.
* Ensuring all cash is managed with the correct procedure.
* Replenishing stock around the tills.
* Always providing excellent customer service.
* Always keep a smart and clean appearance whilst wearing full company uniform.
* Dealing with and answering staff and customers questions.
* Providing an all-round customer shopping experience.

**December 2005 – 2013: Section Manager and Multi Site Manager at Stax Trade Centre.**

My roles and responsibilities include:

* Giving team meetings.
* Maintaining an elevated level of merchandise.
* Finding solutions to increase sales and profit targets.
* Placing orders and overseeing all new products the come into my DIY section.
* Managing our warehouse and making sure all deliveries are in order and that all products are packed ready to be shipped, also helping to empty the delivery trucks on my forklift.
* Answering and assisting customers queries face to face and over the phone.
* Minimizing out of stock products whilst maximizing sales and reaching weekly/monthly budgets and targets.

**Personal skills and achievements**

* I have a particularly good managerial and customer service background and knowledge.
* I am able to remain calm in stressful and difficult situations.
* I am an extremely reliable and punctual person.
* I have persuasive communication skills.
* I consider myself to have excellent customer service skills and therefore can deal with staff, contractors and stakeholders in an efficient and effective manner whilst being polite and professional.
* I am able to think on my feet and work well under pressure, I believe I have the initiative and self-motivation needed to become a valuable member of the company.

**Interests:**

* Football
* Playing golf
* Spending time with my young family

**References**

Available on request.