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**Work Experience**

**15/05/2016-Present Keepmoat homes Customer care supervisor**

At Keepmoat homes I work as a customer care supervisor, within my daily duties I liaise with homeowners, subcontractors and site management to offer support in rectifying the customers product defects, repairs or snags. After the 28 day site handover to customer care period I begin to interact with customers some with different perspectives and opinions on what a new build home finish should be. I am competent in understanding the consistent approach to finishes and knowing where the tolerances are applied then demonstrating that information in a polite constructive manner to customers.

Around half of the appointments I am sent to fall in to my area of expertise being carpentry related however in this role I find you are always learning as there are occasions where technical issues arise from trying new products or using different suppliers so documenting that for Keepmoat and trying to find solutions presents more understanding to other areas in the build.

I carried out the first four months of my employment at Keepmoat with no customer care manager so it gave me an opportunity figure the job out for myself and to see where else I could be useful.

During that period I was loaned out to site at Byker to help with the final builds and the site management quickly utilised my carpentry skills and my eye for detail and set me away looking for snags and rectifying them prior to cml and home demo, this included completing unfinished tasks left by sub contractors at the end of their working day with some occasions working 12 hour days. Since then I have helped out on another site for the same managers carrying out the same duties during down times as a customer care supervisor. This approach has been proactive as it has helped out management during a fast build when they have staffing problems and this allowed me to remedy defects should there be any in the property before the homeowner moves in.

I have a good understanding of the NHBC standards and the correct practices in relation to site carpentry procedures as I have carried this work out competently on various sites over the years from first to final fix. Employment at Keepmoat has spurred me on to want to progress my career and complete the HNC in construction and the built environment to achieve a greater understanding of the overall build process.

**05/2012-15/05/2017 Self employed various, Carpenter, Agency,**

Since I ceased trading as GT Halliday home improvements in 2012 I sub contracted direct to house builders.

Within house building I have worked for Miller homes, Persimmon homes, Balfour Beatty and carried out roofing, complete first and second fix carpentry, Kitchen and bedroom fitting on price work and day rate in the northeast, Cumbria, and Scotland. When the pricing and hiring structure changed on the residential new builds I started working for agencies and got involved in other build disciplines such as commercial, shop fitting, bar fitting, flood damage and local authority.

I enjoyed the opportunities to try different carpentry disciplines, challenge myself and the moving around kept me motivated and presented the excitement of walking in to the unknown and just getting on with it.

**07/2007- 05/2012 GT Halliday Home Improvements**

**Multi trade**

When first call windows ceased trading I took up the initiative set up for myself as a sole trader.

Within the five years of running a small business in a good year I would carry out on average twenty kitchens installations per year as well as a steady workload of window replacements and conservatory installations.

All my work was generated by word of mouth, recommendations and a website I built and optimised with customer reviews and images of my work.

I was certass and Trustmark registered, my work was guaranteed in writing and with insurance backed guarantees supplied by QANW services, that I also carried out repair work for when a company in the area wouldn’t fulfill their obligation to remedial work. I decided to go back to sub contracting as the overall workload of running a business alone become too stressful and time consuming.

**Apr 2004 - Jul 2007 First Call Windows Ltd**

**Joiner**

Whilst employed at first call Windows I carried out full roofline, window and conservatory installations and kitchen and bathroom installations.

I carried out carpentry work alongside other sub contracted trades on extensions and garage conversions.

**Jun 2001- Apr 2004 The protector Group**

**Supervisor**

After leaving the British army I worked in security as a mobile supervisor carrying out site visits, lock ups, alarm activations and incident reporting.

I left Protector Group as an opportunity became available to return in to the building trade.

**Jun 1996- Jun 2001 British Army**

**Gunner/ Vehicle Maintainer**

I joined the Royal Artillery based in the UK then Germany, when I joined my regiment I was put to work in the motor transport department, due to my enthusiasm of working with vehicles; I began working closely with the royal electrical mechanical engineers carrying out servicing, maintenance and repairs to the fleet vehicles consisting of HGV and specialized heavy tracked vehicles for the best part of four years sometimes under pressure and in hostile conditions with minimum resources.

Whilst in the army I passed my HGV1 and Tracked license, other courses I completed were Field Gunner/driver and Signals course which led to another occupation as rebroadcast signaler where I would travel around Bosnia and set up a portable mast and onboard radio to relay field orders, fire missions, MET reports.

I served five years but left the army because the next signing point was to serve 12 years, at the time an obligation I was not sure I could fulfil.

**1993 - 1995 Blyth Valley Council Apprentice Carpenter/Joiner**

I served an apprenticeship at Blyth Valley Council alongside two carpenters in the pre paints

While I was there I carried out maintenance work, glazing, making windows, doors frames in the joiner's shop then going out and fitting them amongst many other tasks.

**Qualifications**

NVQ level 3 advanced carpentry & joinery award

CSCS

SSSTS

UKATA Asbestos awareness

UKATA Working at height

UKATA Manual handling

**Key skills**

Carpentry and joinery

Basic plumbing

Basic plastering

Basic bricklaying

Basic tiling

Computer literate, competent in Microsoft office programs.