



## Rob Sherrard

### D.O.B.

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### DRIVING LICENSE:

Full, UK. Own Car

## PROFILE

I am a **positive, friendly** and **outgoing** individual who is very team oriented and enjoys building positive relationships. Recently completed (and awaiting the results for) a BSc (Hons) in Media Technology. I have learnt the importance of working alone, using my own initiative as well as working as part of a group, being able to rely on others and in turn have others rely on me. I adapt well to new situations and readily enjoy a new challenge.

I have a wide variety of qualifications, which have established a foundation for further continual development, and I am always willing to learn new skills and to gain knowledge of and understand new environments. I particularly enjoy finding unique solutions to problems and thinking outside the box.

I am aware of the importance of **meeting targets** and my ability to **motivate myself and others** around me is therefore particularly important in achieving this. I work well under pressure, and thrive on the ability to meet important deadlines. I possess excellent communication skills and interact well with people at all levels. I feel all these qualities will be essential in allowing me to realize my ultimate goal of a career in the media industry.

## CAREER AND ACHIEVEMENTS TO DATE

### Manpower UK Ltd

**Job Title:** Commercial Operative – Royal Bank of Scotland **Jun.10-Sep.10**

**Role Definition:** Taking inbound customer service calls and generating sales.

- Converting customer enquiries to sales wins.
- Delivering excellent customer service
- Treating customers fairly according to FSA regulations
- Handle and resolve complaints at first point of contact
- Using personal judgment to resolve customer issues and compensate them for any loss

### TCG Bars Ltd

**Job Title:** Supervisor **Sept.07-July.10**

**Role Definition:** Overseeing the running of a city centre bar on a day to day basis.

- Cellar management
- Staff supervision
- Motivating staff
- Implement cleaning schedule and general housekeeping duties.
- Stock rotation and replenishment
- Cash handling
- Taking deliveries
- Handling anti-social behavior and complaints

### Lime Pictures Ltd

**Job Title:** Work Experience; 'The Season' **Jun.09-Jul.09**

**Role Definition:** To gain industry knowledge working for a TV show in post-production.

- Music Research
- Transcribing
- Converted CD library to MP3 and catalogued. This was a need I identified and returned for a further three weeks over the usual one week to complete. This meant the two editors on the show no longer needed to share CD's, waste time looking for specific ones or browsing them to find new tracks.

### Toryen Recruitment Ltd.

**Jun.06-Jul.07**

**Job Title:** IT Project Manager

**Role Definition:** Supporting five offices and 25+ staff across all areas of IT.

- Delivering a diverse range of projects and support demands across the business.
- Managed and prioritised workload.
- Enhanced business processes to reduce the time spent on handling support issues.
- Established IT desktop support across company.
- Update and maintained company web site.
- Provide support mechanisms across all Microsoft applications.
- Troubleshoot email and internet problems, working with third party contractors.
- Provide support across all IT areas to ensure uptime maximised.
- Designing reports for management information and company analysis.
- General software and hardware support.
- Introduce effective staff training across all disciplines.

**IT 4 Business** **Sept.05 – May.06**

**Job Title:** **IT Support Technician**

**Role Definition:** Providing 1st line support to a range of clients in a variety of software and hardware environments.

- First and Second line support for clients.
- Setup and configuration of Microsoft Server 2003, SBS 2003 inc Exchange Server 2003.
- Upgrade of hardware and software for various clients (server and desktop).
- Experience of managed and unmanaged firewall technology.
- Developing customer reporting from bespoke software.
- Provided hardware and software support for clients both remotely and on site.
- Hardware installation and upgrades.
- Fault diagnosis.

**TCG Bars Ltd (Formerly Spirit Group)**

**May.05-Sept.05**

**Job Title:** **Assistant Manager**

**Role Definition:** Working with a general manager to run and develop a city centre bar.

- Stock Taking
- Promotions (devising & implementing)
- Implementing and maintaining environmental health standards
- Ensuring health & safety standards adhered to maintained
- Staff training
- Heading staff meetings
- Motivating staff
- Office admin and payroll
- Recruitment / Interviewing
- Shift management
- Stock ordering

**TCG Bars Ltd (Formerly Spirit Group)**

**Aug.03-May.05**

**Job Title:** **Supervisor**

**Role Definition:** See previous page.

**MyTravel**

**Aug.02-Sept.03**

**Job Title:** **Reservations Consultant**

**Role Definition:** Call centre environment making holiday reservations for customers. This was a target driven sales environment.

- Taking in-coming sales calls
- Converting enquiries into bookings
- Meeting sales targets
- Cross and Up-selling
- Meeting customer service standards

#### **EDUCATION & QUALIFICATIONS**

**Manchester Metropolitan University**

**Sept.08-May 11**

BSc (Hons) Media Technology (*First / 2:1 expected*)

**Sheffield Hallam University**

**Sept.00-July 01**

Foundation Engineering

**Eccles 6th Form College, Manchester**

**Sept.98-July 00**

GNVQ Information Technology Adv. (Merit)

**St Patrick's RC High School, Eccles, Manchester**

**Sept.93-July 98**

10 GCSE's (6 x A, 2 x B, 2 x C)

#### **SKILLS**

HTML, CSS

Microsoft Office, Adobe Photoshop, Adobe Premier Pro, E-on Vue Xstream, Avid Media Composer, Autodesk Maya.

#### **PROFESSIONAL QUALIFICATIONS AND CERTIFICATES**

Microsoft Windows XP Professional (**MCP 70-270**)

**Jan.07**

'Wise Owl' Microsoft Excel – Advanced Training

**Oct.06**

**Comp TIA A+** Computer Hardware and Operating Systems

**Dec.01**

#### **REFERENCES**

Available on request.