

Jake McHugh

16 Osprey Close, Marchwood, Southampton, SO40 4XJ
T: 07827 962116 E: jakem@Initialsketch.co.uk DOB: 16/01/93

A determined and ambitious young professional, with a strong work ethic, bringing proven teamwork skills and management experience, gained in retail, catering and website development. Loyal and target orientated, excels in a high-pressure environment.

EMPLOYMENT

Floor Manager / Staff Trainer | McDonalds Restaurants Shirley High Street | November 2009 – Present

Rapidly promoted from Crew to Floor Manager. Working towards Assistant Store Manager. Team management, quality control, customer service, training, sales, targets and cash accounting on a daily basis.

Key Achievements:

- Simplified the closing procedures to save cost on staff labour
- Hit 'mystery shopper' targets at 100% repeatedly
- Completed the "McApprenticeship In Hospitality"
- Nominated to work at the Olympic restaurants (2012)

Assistant Chef / Porter | RD Resourcing Botley Manor Farm | June 2009 – July 2010

Food preparation and general kitchen tasks for formal functions.

Key Achievements:

- Assisted in the catering and managed a team of kitchen porters for a function of 800 people.

Team Leader | Zenith Staybrite Southampton High Street | April 2009 – July 2009

Managed and motivated a large 'commission only' door to door sales team to achieve daily targets. Management of phone sales team.

Key Achievements:

- 25% increase in initial warm leads that ended in sales.
- Was made team leader after only one month resulting from motivational initiatives.

Website Development & Software Management – Initialsketch Marchwood Industrial Estate | 2007 – Present

Fluent in PHP/XHTML/CSS and HTML with operational experience in MySQL. Started a freelance website development company in school and college. Completed projects, websites and other website related media. Working closely with clients overseas and on a national basis.

EDUCATION & QUALIFICATIONS

Applemore College

Southampton | September 2004 – July 2009

Seven GCSE's – Grades A-C including Maths, English and Sciences

Tauntons College

Southampton | September 2009 – July 2010

Business Studies, Economics & Computing to AS level

Key Achievements:

- Competed in "Southampton Airport Breeze Through" program. This was an entrepreneurial competition to create a new brand identity for Southampton Airport. To develop a product or service to correlate to their ethos. Being the team leader, I oversaw the whole project which resulted in winning the competition.

ADDITIONAL QUALIFICATIONS

- HSE First Aid At Work (Southampton City College – July 2011)
- Multi Skilled Hospitality NVQ Level 2 (McDonalds – February 2011)
- McDonalds Management Program

KEY SKILLS**Technical Skills**

- Excellent in Microsoft Office and Apple iLife applications for data processing and financial planning.
- Extensive knowledge of online coding languages such as PHP, CSS, XHTML, JS ect..

Personal Skills

- I've been known to work overnight to ensure completion of tasks assigned to myself. Striving to complete a target is a good personal skill I possess
- Influencing others developed at McDonalds. Leading by example is my effective way to influence others to ensure consistent quality of service or assistance.
- Coaching and Mentoring is a strong skill which I've shown in McDonalds to train new staff and be their support if needed.

REFERENCES

References available on request.