



Iulian Ioan

Shift Manager

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Languages

Romanian

English

About

A first-year bilingual student at Kingston University studying real estate management. My experience as a shift manager at my latest job helped me acquire a variety of skills, including team leadership and customer service, which boosted my confidence and improved my ability to think critically and make decisions. I was chosen by my classmates to serve as the student representative during my foundation year, and I valued the opportunity to provide the course directors with feedback from the student body to make adjustments. I'm searching for customer service employment where I can put my experience to use and greatly benefit your business. I firmly feel that I could contribute to your team.

BRANDS WORKED WITH

- 2TR Football
- KFC
- Till work, Paper Round | Londis

Experience



● Shift Manager

KFC | Sep 2021 - Jun 2023

- Responsible for the whole shop and well being of employees and customers.
- Cash management and banking of cash every night.
- Ordering goods and taking deliveries.
- Responsible for training of employees and the team to work per standard.
- Complete daily manager tasks on the Operations and Management System.
- Outstanding customer service skills to increase customer loyalty.

● Assistant

2TR Football | Feb 2018 - Feb 2018

- Assisting the main coach to plan activities and lessons.
- Set up equipment for the upcoming exercises.
- Coach children and motivate them to improve their skills and confidence.

● Paper rounds

Till work, Paper Round | Londis | Dec 2016 - Aug 2017

- Delivering newspapers every morning to around 100 homes per week.
- Sometimes work on the till to gain some experience for the future.
- Stock up products.

Education & Training

2023 - 2023

● Kingston University

Bachelors , Real Estate Management

2017 - 2020

● BSIX College

Certificate of Education,

2012 - 2017

● Highgate Wood Secondary School, Highgate

studied GCSE History,,