



Joshua Simon Michael

Support Worker

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Languages

English (Fluent)

About

I have extensive retail experience as a Supermarket Cashier and Retail Assistant, excelling in customer service, POS operations, and store presentation. I am adaptable and efficient in fast-paced environments, committed to delivering exceptional service and maintaining high standards. Fluent in English.

BRANDS WORKED WITH

- Valn care
- arC Agency
- Sapphire employability and wellbeing academy
- Sapphire Community
- Beer Pourer atWembley Stadium

Experience

● Personal assistant

Valn care | Nov 2023 - Now

- Took detailed, accurate meeting minutes, collating and promptly distributing to relevant staff for swift action.
- Organised personal and professional calendars, supplying timely reminders of upcoming meetings and events.
- Processed mail, email and phone enquiries, minimising correspondence backlogs.
- - Managing emails and setting up appointments for bosses.
- - Attending to clients and resolving queries efficiently



● Retail kiosk/cashier

arC Agency | Jul 2023 - Now

- Used cash registers and POS systems to request and record customer orders and compute transactions.
- - Operated cashier and attended to customers, collecting payments for services rendered.
- - Assisted chef in food preparation and serving.

● Support Administrator/Event Staff

Sapphire employability and wellbeing academy | Jun 2023 - Aug 2023

- Interacted with customers professionally by phone, email and in-person to deliver accurate service information.
- Assisted clients with daily enquiries and addressed incoming correspondence to maintain timely responses.

● Volunteer support worker

Sapphire Community | Jun 2021 - Dec 2022

- Encouraged participation and engagement in planned activities.
- Role modelled positive behaviour and interpersonal skills.
- Helped with coordination and supervision of youth activities and delivered positive interventions.
- Safeguarded young people in line with national guidelines.
- Helped young children to develop critical life skills through educational play.
- Supported youth workers in organising and carrying out classroom or outdoor activities. Volunteer support worker

● Youth Worker

Beer Pourer atWembley Stadium | Dec 2023 - Apr 2024

- agency)
- Retail Assistant atJoseph
- Assisted customers, managed tills, and maintained store presentation
- Effectively managed incoming and outgoing mail to maximise office efficiency. Youth Worker

Education & Training

2023 - 2024 ● **Keele University**

Bachelor of Science,