




Billy MacKay

Determined to learn and find any opportunities to get as close to the fashion industry's culture and customers.

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Languages

English

About

With a background in retail at Mountain Mania Cycles and Keech Hospice Charity Shop, I am adept at customer service, product knowledge, and crisis management. My experience as a mechanical engineer enhances my understanding of products, particularly bicycles. Highly adaptable with strong skills in inventory control and store maintenance.

BRANDS WORKED WITH

Estarli E-Bikes

KEECH HOSPICE CARE CHARITY SHOP

Mountain Mania Cycles

Experience

● Mechanic

Estarli E-Bikes | Aug 2022 - Now

Skilfully assembling electric bikes from the ground up for a leading electric bike company, ensuring precision and expertise in every step of the process.

● Shop Assistant

Mountain Mania Cycles | Aug 2020 - Oct 2021

Guiding clients through a seamless bike purchasing experience, leveraging in-depth product knowledge to match them with their ideal bicycle and enhance their overall journey. Expertly managing cycle repairs, streamlining component ordering processes, and skilfully navigating customer expectations amidst the challenges posed by the COVID-19 pandemic.

● Shop Assistant

KEECH HOSPICE CARE CHARITY SHOP | May 2019 - Aug 2019

Engaged as a 15-year-old volunteer Shop Assistant, actively contributing to the organisation's mission. Responsibilities included: maintaining a welcoming and organized shop environment for patrons, providing friendly assistance, addressing enquiries, and fostering a positive shopping atmosphere. Operated the cash register to facilitate seamless transactions and collaborated with the team on tasks such as pricing, tagging, and inventory management.

Education & Training

2022 - 2025

● University of Nottingham

Undergraduate studying BA,

2020 - 2022

● Berkhamsted School

A Levels:, A*,A,A

● Berkhamsted School

GCSEs:,