

SHANE SHEPPARD

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Basildon, Essex

PERSONAL PROFILE

A responsible, co-operative and dedicated young person with a strong work ethic. Has worked in a variety of busy environments, covering office administrative tasks as well as direct customer facing roles. The most recent role was with Festivall but prior to this time has worked at Gateway 97.8 as a broadcast assistant and with Basildon Council, Essex Libraries and McDonald's. Has excellent IT skills, including all Microsoft packages. A clear communicator, who can effectively converse at all levels. Able to build and maintain positive professional rapport with customers and colleagues. Has comprehensive problem-solving skills and good numeration and money handling skills. Is dedicated to customer service, making sure that customers have a positive experience. Enjoys being able to contribute to a team and has an inclusive attitude. Has recently been awarded a Jack Petchey Award for demonstrating excellent teamwork.

SKILLS AND ATTRIBUTES

- Excellent knowledge of Microsoft packages, Word, Excel, Outlook etc.
- Strong communication skills, verbally as well as written.
- Approachable and polite, customer service experience.
- Excellent organisational and numerical skills, co-operative and productive team contributor.
- Ability to prioritise and manage own workload, multitask meet deadlines.
- Creates excellent positive partnerships, strong team contributor.
- Experience in electronic data management.

PREVIOUS WORK EXPERIENCE

FunParx Team Member – December 11th 2025 – present

- Signing people in by looking up their bookings
- Book people in using the POS system
- Sell Socks to customers
- Cash handling
- Cleaning reception area

Festivall event steward – November 30th 2023- December 18th 2023

- Signing people in by scanning QR CODE
- Making sure people have a good time
- Making sure people are safe whilst going round trail
- Making drinks.

Ace coffee and creams, catering assistant, September 2023 – October 2023

- Cooking on grills, crepe maker, waffle maker panini press and oven
 - Managing a store on my own
 - Doing deliveries
 - zCash handling
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McDonald's Pitsea Retail Park, Crew member, January 2023 – September 2023

- Drive thru
- Cash handling
- Packaging deliveries

Gateway 97.8 - Broadcast Assistant, 4th January 2022 – 4th July 2022

- Administrative duties
- Assisting in planning and researching
- Taking part in creative planning
- Overseeing guest visits
- Generally supporting the production team

USP College Seevic Campus – Volunteer Tour Guide 21st June 2021 – 2 July 2021.

- Creating and welcoming environment for visitors
- Answering questions and liaising between departments
- Guiding people around the building
- Some administrative duties

Motivated Minds Happy Hub, 24 January 2020 – 27 August 2020,

- Signing people in and out
- Assisting visits with queries
- Admin Duties

Essex Libraries, Summer Reading Challenge Volunteer July 2019/ September 2019,

- Introducing children to the summer reading challenge by explaining to them what was involved and how to complete the tasks.
- I encouraged the children to choose their books and discussed with the children what their book was about and rewarded them with stickers after they have completed a milestone in the summer reading challenge and a medal and certificate once they finished the summer reading challenge.

EDUCATION

Seevic College – September 2018 – July 2021.

Btec Animal Care Level 2 – Pass, Btec Animal Care Level 1 – Pass

G.C.S.E

Maths 3, English 4 Btec Travel and tourism level 2 – merit

The Deanes Academy: September 2013 – July 2018 G.C.S.E.:

Maths 2, English 2, Spanish 2, Photography 2, Sports Studies 1

Life skills customer service – Passed September 2021- July 2022

ACL Functional skills maths level 1 – passed September 2022 – September 2023