

Nicholas Moule
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Profile

An individual with diverse experience who is always keen to learn new skills and build upon existing ones. Enjoys working in a team that values integrity and is committed to providing high standards of service. A sportsman who enjoys a challenge and believes in maintaining a healthy work/life balance.

Key Skills

- Web design (XHTML, CSS, Flash, Fireworks, Dreamweaver, ECDL)
- Consultative selling, customer service, enjoys building relationships
- Efficient team player with strong attention to detail, problem solver

Professional Experience

- 01/2020 – present:** Security Receptionist, **Securitas STARS**. In a relief role, responsible for covering team members at various client sites in the London area, providing a security-trained presence at the respective reception desks, ensuring that safety standards are observed, responding to various client requests in accordance with defined procedures.
- 09/2013 – 12/2019:** Concierge Chauffeur, **Westfield London**, White City (**VSG** 9/13 – 7/16, **Securitas** 8/16 – present). Responsible for promoting Westfield's products and services while driving guests around the mall in the company's own electric car, providing support to the Concierge, Security, Maintenance and Cleaning teams.
- 08/2012 – 01/2013:** Selling Assistant (fixed-term contract), China, Glass & Silverware Department, **John Lewis Partnership**. Voted Department Partner of the Month, November 2012.
- 05/2007 – 12/2010:** Catering Assistant, Café Disney, **Vacherin** @ The Walt Disney Company.
- 12/1999 – 04/2006:** Sales Associate, **Harrods Ltd**. Responsible for maintenance of a stock area within the Cookshop and adherence to Harrods' standards of customer service. Under a new commission system I sold over £1m worth of cookware (April 2003 – April 2006).
- 11/1998 – 10/1999:** Assistant Waiter, **QE2, Cunard Line**. As part of a team of two, responsible for ensuring that 20-30 passengers received the level of service expected on a QE2 cruise; maintenance of high standards of Health & Safety, various crew duties.
- 09/1992 – 07/1993:** Cricket/rugby coach, Assistant PE teacher and Boarding House tutor, **Anglican Church Grammar School**, Brisbane, Australia. Co-coached ACGS 2nd cricket XI to 9 wins out of 10 thus making them the premier team at their respective level in Brisbane (January 1993 – March 1993).

Education

05/2006 – 10/2006: UK IT Training

Course taken: Master Certified Internet Webmaster Designer (including XHTML, CSS, Flash, Fireworks, Dreamweaver, E-Commerce and ECDL).

10/1993 – 07/1998: University of Edinburgh

Course of study: Business Studies (including 3 years of Psychology).

Honours courses: Advertising Theories & Practice; Analysing Modern Organisations; Business Ethics; Consumer Behaviour; Industrial Relations; Management of Technology.

Dissertation undertaken: 'An Investigation into the use of Shock Tactics in Advertising and Society's Ability to be Shocked'.

Degree awarded: 2:2 (BCom Hons.)

09/1986 – 06/1992: The Edinburgh Academy

Obtained 9 GCSEs including French, English and Maths, and the following Scottish Highers: Maths (A), Chemistry (B), Economics (B), Management & Information Studies (B), Physics (C), and English (C).

Represented E.A. 1st XI cricket (captain in final year); Bowling Prize (1991, 1992); represented Scottish Wayfarers U19 XI; leading wicket taker in Scottish schools in 1992.

09/1979 – 06/1986: Moffat Academy

Awarded ALF Smith scholarship to The Edinburgh Academy (February 1986).

Qualifications & Achievements

IQ Level 2 award for Working as Door Supervisor within the Private Security Industry, awarded January 2020, 1 Ace Security Ltd, London, (SIA License granted, March 2020).

Player of the Season, Ealing Cricket Club: 4th XI (2007, 2010); 5th XI (2014).

PADI Advanced Openwater Scuba Diver, awarded October 2000, Dahab, Egypt.

RLSS Lifesaving Bronze Medallion, awarded May 1995, Edinburgh.

Duke of Edinburgh's Award (Bronze, Silver, Gold), awarded 1989 – 1992, Edinburgh.

Completed a course in public speaking by chairing a Burns Supper, January 1992, The Edinburgh Academy.

Major Interests

All sports, scuba diving, travel and photography. Work experiences abroad have given me the opportunity to travel extensively throughout Australia, South Africa, and the USA. Other countries traversed include Israel (where I was a volunteer at Kibbutz Menara, July/August 1997); Jordan, Egypt, Tunisia, Morocco, Mexico, and the 50-60 countries briefly visited during QE2's 1999 World Cruise and other voyages.

References

Available upon request.

