

SAMANTHA SHATTOCK

CONTACT



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SKILLS

- Computer programming languages including Python, HTML, Javascript, CSS, PHP, SQL, Bash, C#
- Excellent communication skills
- Experiment designing
- Results interpretation
- Organised record keeping
- Critical thinking in science
- Equipment procurement
- Accurate reporting of findings
- Teaching support
- First aid training

PORTFOLIO

- Github URL for current and completed projects
<https://github.com/Shatt85/Samantha-Shattock.git>
- Portfolio website: SamShattock.co.uk
- LinkedIn: (20) Samantha Shattock | LinkedIn

PERSONAL INFORMATION

Driving Licence: Full, clean UK driving license

HOBBIES AND INTERESTS

- Spending free time with sons doing craft activities such as painting, drawing and baking
- Going bowling, ice skating or to the park
- Reading, going to the gym or doing general jobs around the house, decorating and gardening

A dynamic and results-driven professional with a successful background in customer service, administration and sales. Committed to achieving and exceeding demanding targets and business objectives while remaining focused on providing an exceptional standard of customer service. Possesses excellent interpersonal and communication skills. Enjoys being part of, as well as managing and motivating a successful and productive team and thrives in highly pressurized and challenging working environments. Works equally well alone as proven with current solo role. More recent experience has been technical and hands on science related work.

EXPERIENCE

February 2022 - Current

Senior Science Technician *Chorus Education Trust*

- In charge of all practical based activities for the whole school science department
- Ensuring safe working practices during lessons from students and staff
- Safe handling of chemicals, including knowledge of storing and using chemicals
- Making up acids and alkalis and other solutions as required
- Knowledge of aseptic technique for use in microbiology
- Managing stock control and ordering of chemicals and other scientific equipment
- Repair and maintenance of scientific equipment
- Keeping training and knowledge up to date in line with government and school policies
- Routine maintenance of laboratory spaces

January 2015 - January 2020

Midday Supervisor *Derbyshire County Council*

- Supervising primary school age children at lunch time
- Handling challenging behaviours in a positive way
- Ensuring smooth running of meal times
- Keeping up to date on school and government policy around safeguarding and data protection in schools

January 2014 - January 2016

Waiting Staff *Columbine Restaurant*

- Greeting and seating customers and taking orders
- Serving food and drink to customers, working to deadlines and ensuring customer satisfaction
- Dealing with all kinds of customer query including resolving complaints and forwarding praise
- Clearing all areas down after service and relaying to suit business requirements
- Calculating bills correctly and taking payment by both card and cash

January 2012 - January 2015

Customer Service Advisor *Fragrance Direct*

- One of a team of three customer service advisors responsible for dealing with all incoming queries for the company by telephone, email and post
- Processing returned items correctly and ensuring stock was correctly adjusted
- Processing telephone orders correctly to ensure customer satisfaction whilst adhering to business procedures
- Processing postal claims for missing orders
- Performing extra security checks on orders when required
- Ensure site kept up to date with accurate pictures and descriptions for products, notifying the correct department when errors are located
- Extensive site testing when updates are applied
- Dealing with customer complaints and areas of dissatisfaction from original complaint to satisfactory outcome
- Completion of stock take twice a year on over 5000 lines of stock
- Occasional picking and packing of orders

January 2006 - January 2012

Customer Service Advisor Centrica PLC (*British Gas*)

- Playing a key role as a customer service advisor, dealing with queries from internal and external customers regarding maintenance accounts
- Arranging engineer visits for broken boilers, leaks, electrical faults and faulty appliances using computer systems specific to the company
- Identifying opportunities to promote and sell available products to customers whilst working to targets set by the company and adhering to strict compliance rules set by the FSA and the company
- Dealing with customer complaints and resolving them where possible using knowledge and understanding of the company's policy and procedures
- Using skills gained in the workplace to support other areas of the business where necessary, such as outbound calls to book appointments, ensuring jobs are booked and closed correctly and supervising teams of agents in lieu of available managers
- Listening to calls to ensure compliance with FSA guidelines and giving agents feedback on these calls
- Managing to maintain balance between home and work life whilst being pregnant and also working towards an NVQ at the same time
- Increasing my team's quality compliance score by 18% as a direct result of structures put into place by myself

EDUCATION

2025

**Full Stack developer course Software Development
IT career switch**

2007

**NVQ level 2 Customer Service including key skills
Centrica PLC**

- Obtained through work at British Gas

2004

**NVQ level 2 Business Administration including key skills
High Peak Borough Council**

- Obtained through an apprenticeship

2002

**GCSE's Grades A-C including Mathematics, English and Sciences
St Thomas More School, Buxton**

01/2020

BSc(hons) Astronomy and Planetary Science
The Open University