



Contact Information

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Based in Dundee City Centre, DD4

Alex Shepherd

SKILLS

- Excellent written ability and communication skills, as seen in my grade 9/9 at GCSE and grade A at A Level
- The ability to converse confidently with colleagues and customers
- Able to follow specific tasks through and complete to a high standard
- Always aiming to work to the best of my ability to achieve the best result and meet targets
- Used to high pressure environments having worked through the holiday season and COVID-19 lockdown period
- Proficient with technology with motivation to advance existing skills. I have good quality technological equipment to work from home or away.

EMPLOYMENT EXPERIENCE

Abertay University – MySuccess Module Assistant

August 2023 – Present

- As of the first of August 2023, I began employment with my place of study, the University of Abertay at Dundee. I am employed as a Module Assistant, helping oversee completion of 'MySuccess' microcredential modules by students entering their first year of undergraduate study.
- My responsibilities include hosting and supporting drop-in sessions, where students can ask questions and be told further information, regularly replying to online forum posts, and contributing to the university's social media channels. I will also be involved in freshers and communication events hosted by the university and student association.
- This role is highly flexible, requiring about four hours of commitment weekly at times that suit me.

Maggie's Bar & Cafe – Food and Beverage Assistant

March 2022 – May 2022

- Maggie's is the onsite student bar & cafe at Queen Margaret University. I was employed as a food and beverage assistant, providing service to students and members of the public.

- During this employment, I was introduced to many elements of the hospitality industry. My role included waitressing under remaining covid restrictions and working behind the bar, serving alcoholic beverages (having completed full licensing training) and non-alcoholic beverages.
- During this employment, I also aided in schemes focused on providing socialisation and food for Ukrainian children.

Lego - *Sales Associate*

October 2021 - January 2022

- After relocating to Edinburgh in the Summer of 2021, I was employed by Lego to accommodate increased customer traffic during the Christmas period. My role had many responsibilities, including payment handling, stock management, and socialisation with customers to aid with queries and provide appropriate gift suggestions.
- During this experience, I gained important skills in stock management; through this, I was able to use my knowledge to discuss current and future products with customers and build rapport for the company.
- Working for Lego was very enjoyable as I enjoy working with families and shared a genuine love for the product I was selling.

B&Q - *Customer Assistant*

February 2020 - June 2021

- Employed as a Customer Assistant. My role included till operation, which included handling card and cash payments, and assisting in customer queries. An additional expectation of me was to ensure the store's quota was met in regards to signing customers up to the B&Q clubcard.
- Throughout the Covid-19 pandemic, I actively worked to ensure that COVID-19 safety measures were maintained in store through adapted customer guidance and hygiene practice.

The Codfather Fish and Chips - *Server*

November 2018 - January 2020

- Employed as a server. I operated the till, managed orders, prepared and served the food and ensured the workplace met hygiene standards.
- My role relied on effective communication and performance under pressure. I regularly worked weekend shifts when the store was very busy.

EDUCATION

Abertay University, Dundee - *BA (Hons) Game Design and Production*

September 2022 - Present

- As of September 10th 2022, I began studying towards my degree in Games Design and Production. I will be studying the four year syllabus until 2026.
- Through my degree and other opportunities, I hope to build confidence in what my future career path specialises in. My interests lie in:
 - How games can be used for educational purposes
 - Ways games can be made more accessible to different audiences

- Web-based applications and integration
- Level Construction and Narrative Implementation
- 3D Asset Creation

Barton Peveril Sixth Form College, Eastleigh – *A-Levels*

September 2019 – May 2021

- I attended Barton Peveril College to study the English Literature and Language, History and Computer Science **A Level** qualifications. I achieved the grades A, C and D respectively.
- Whilst studying classic and modern texts during the English A Level course and History A Level course, my approach to understanding texts improved as seen in my concise and analytical essays.
- Developed experience in programming in Visual Basic during the Computer Science qualification

Wildern School, Hedge End – *GCSEs*

September 2013 – July 2018

- Achieved 11 **GCSE's** graded A*-C/9-1, including two English qualifications at grade 9, Mathematics at grade 7 and Double Science at grades 7/6
- Completed the **ECDL** (European Computer Driving Licence) qualification to the Distinction* level. This qualification demonstrates my proficient abilities in computing, including the microsoft software packages.
- Achieved full pass in the German BA Flag award