Samuel Taylor

University Student | Customer Service | Technology

Email: samjacktaylor23@gmail.com

Location: Stockton-on-Tees, United Kingdom

Driving Licence: Full UK Driving Licence

GitHub: https://github.com/samtylr

Personal Profile

Second-year university student studying Management and Information Technology at Lancaster University. Experienced in customer service, teamwork, health and safety procedures, public speaking and working in fast-paced environments. Previous experience includes roles at McDonald's, Jump 360 Trampoline Park and Ghost Innovation.

Work Experience

Junior Software Assistant – Ghost Innovation (Oct 2024 – May 2025)

• T Level work placement as part of Digital Design, Production and Development.
• Assisted with website development using HTML and CSS.
• Worked with Python, C# and other technologies on business projects.
• Supported server maintenance and file management.
• Developed problem-solving and teamwork skills in a professional environment.

Crew Member – McDonald's (Aug 2025 – Oct 2025)

• Worked across both front counter and kitchen operations.
• Served customers and handled enquiries in a fast-paced environment.
• Processed cash and card payments accurately while serving customers.
• Prepared food while maintaining hygiene and food safety standards.
• Worked efficiently during busy periods as part of a team.
• Developed communication, teamwork and time-management skills.

Court Marshal – Jump 360 Trampoline Park (Jan 2024 – Jul 2025)

• Ensured customer safety and compliance with health and safety regulations.
• Delivered safety briefings to large groups of visitors.
• Made public announcements using the venue tannoy system.
• Assisted customers with enquiries and provided a positive visitor experience.
• Monitored activity areas and reinforced company policies.
• Worked effectively within a busy team environment.

Education

Lancaster University – BSc Management and Information Technology (2025 – Present)

Middlesbrough College – T Level in Digital Design, Production and Development

Skills

Customer Service • Teamwork • Public Speaking • Health & Safety Awareness • Cash Handling • Till Operations • Problem Solving • Professional Communication • Time Management • Python • Java • C# • HTML/CSS • Microsoft Office