Ryan Clarke

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Business graduate with four years' retail experience, including team supervision

PROFILE

Business Management graduate (2:1, Newcastle University) with four years in a supermarket, the last 18 months as a weekend supervisor leading teams of up to 9. Focused on customers, comfortable with sales figures and calm under pressure on the busiest days of the year.

EXPERIENCE

Weekend Supervisor, Northgate Fresh Foods

Newcastle upon Tyne | Jan 2023 – Jun 2024

- Led shifts of up to 9 colleagues, planning breaks and tasks to keep queues under 5 minutes at peak times.
- Improved on-shelf availability in the fresh aisle from 91% to 96% by changing the order of morning replenishment.
- Coached 5 new starters through their first month; 4 stayed for more than a year.
- Handled escalated customer complaints and refunds in line with store policy.

Customer Assistant, Northgate Fresh Foods

Newcastle upon Tyne | Sep 2020 – Dec 2022

- Worked across checkouts, stock and the online order picking team during peak Christmas trading.
- Received 3 "colleague of the month" awards for customer feedback.

Events Officer, Newcastle University Business Society

Newcastle upon Tyne | Sep 2022 – Jun 2023

- Organised 8 employer talks and a networking night for 120 students, managing a £2,500 budget.

EDUCATION

BA Business Management, Newcastle University

2:1 | Newcastle upon Tyne | Sep 2021 – Jun 2024

- Modules: Retail Management, Operations, Marketing, Human Resource Management

A-levels, Heaton Manor School

ABC | Newcastle upon Tyne | Sep 2019 – Jun 2021

- Business (A), Geography (B), Mathematics (C)

SKILLS

Team leadership, Shift planning, Customer service, Stock management, Reading sales and availability reports, Coaching new starters, Microsoft Excel

INTERESTS

- Five-a-side football organiser
- Cooking for friends on a budget