Nathan

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PROFILE

Criminology graduate with strong research, analysis and coordination skills, developed through a dissertation-led degree and applied alongside five years of customer-facing and warehouse operations work. A natural problem solver and team player, trusted by employers to supervise and train new staff. Competent across Microsoft Office, with additional self-directed Excel training completed, and has completed the APM Project Fundamentals Qualification (PFQ).

EDUCATION

BSc (Hons) Criminology — 2:2, University of Surrey | *September 2020 – July 2023*

- Dissertation (60%) — 11,985-word study on how serial killers are represented in the media and the moral panic this can create; extensive independent research using content validation and analysis methods.
- Advanced Qualitative Methods (51%) — team research project and presentation analysing and evidencing qualitative data.
- Policing and the Police (61%) — essays on stop and search as an abuse of police powers, and the challenges of policing terrorism.
- Cyber Crime and Cyber Security (56%) — essays on the societal and economic harms of online offending, and whether ransomware is now the greatest challenge to cyber security.

Sixth Form College | *September 2018 – July 2020*

- Applied Diploma in Criminology — Grade C (calculated grade awarded due to COVID-19).
- BTEC Level 3 Law & Public Services — Distinction*.

Secondary School | *September 2013 – July 2018*

- GCSEs: Grade 7 English Literature; Grade 6 English Language; Grade 5 Combined Science, Mathematics, RE and Food Technology; Grade 4 History.

WORK EXPERIENCE

Warehouse Operative, Waitrose CFC Coulsdon | *September 2023 – Present*

- Selected to supervise and train new employees, coaching them from starting a pick through to completion and answering queries on the floor.
- Chosen to retrain existing staff on new warehouse functions, including replenishment and availability.
- Currently training in supervisory duties by running dispatch — selecting and directing a small team, maintaining the run sheet to record each person’s loading times and van allocations, and resolving issues as they arise to keep departures on schedule.
- Pick customer orders and load delivery vans for dispatch.
- Handle replenishment — receiving deliveries and stocking shelves.
- Carry out stock audits and pulldowns to maintain product availability.

Sales Assistant, Halfords Redhill | *June 2022 – September 2022*

- Part-time summer role serving customers on the shop floor, developing customer service and communication skills.
- Supported stock management and worked as part of a small store team.

Sales Assistant (Part-time), Ryman Redhill | *April 2019 – July 2021*

- Worked for just over two years alongside full-time college study, balancing shifts with academic deadlines.
- Served customers on the shop floor and at the till, building teamwork, communication and time management skills.

ACHIEVEMENTS & VOLUNTEERING

Volunteer Police Cadet | *May 2017 – June 2018*

- One of around 15 cadets committed to weekly attendance, developing discipline, teamwork, adaptability and problem solving.
- Took part in ceremonial marching for Memorial Day, alcohol test-purchasing operations and dangerous item searches.

Young Leaders Project | *September 2013 – July 2018*

- Selected to represent the school in a four-school campaign team, building a campaign to challenge negative public perceptions of young people.
- Delivered a community action day in Croydon and organised a clothing collection for refugees, delivering donations to a local centre.
- Invited to WE Day, a national event celebrating youth empowerment and charitable work, in recognition of the initiative's success.

SKILLS

- **Leadership & training:** supervising and onboarding new staff in a live operational environment.
- **Research & analysis:** qualitative methods, content analysis and independent primary research.
- **Communication:** written reports and presentations, plus customer-facing retail experience.
- **Organisation:** time management and prioritisation across concurrent work and study commitments.
- **IT:** Microsoft Office, including additional Excel training; APM Project Fundamentals Qualification (PFQ) completed.