

Harry Michael Gowen

Shift Manager and Photography student

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PROFESSIONAL SUMMARY

Proven leader and shift manager in a fast paced, high footfall, fast food establishment, with a track record of succeeding under pressure, always ensuring colleagues and customers are fulfilled and satisfied with service. No day is the same in hospitality and this has enabled me to efficiently adapt to revolving environments and prioritise tasks to suit the changing needs of the business. This role has given me skills such as delegation, problem solving, multi-tasking, attention to detail, communication, and time-management.

I am highly motivated and a self-starter, having started a Diploma in Photography whilst working full time. Alongside this I have also taught myself digital editing techniques in Adobe Photoshop and Lightroom. My passion for photography has allowed me to enhance and develop my IT skills, think creatively and capture moments that are not visible through our eyes, and pay attention to the smallest details whilst thinking about the bigger picture. Photography has given me the opportunity to network and connect with people, sharing emotion and understanding through the art of light and composition.

EDUCATION & QUALIFICATIONS

The Photography Institute, UK

Diploma of Photography, 2023-2024.

Modules include:

- Shutters, Aperture and Their Relationships
- ISO, Exposure & Metering
- The Film & Digital Process
- Light & Colour
- Refining The Image Process
- Equipment & Software
- Retouching, Resolution & Printing

Level 2 Award in Food Safety in Catering

Expiry: 2024.

The Billericay School

2014 – 2018

Chosen subjects: History, Drama and Engineering.

SKILLS

- Problem solving, Decision Making and Critical Thinking
- Prioritising, Time management, Organising and Planning
- Self-Motivation
- IT Skills including Microsoft Office packages and Adobe Photoshop and Lightroom.
- Communicating, delegating and leadership
- Creative thinking

EXPERIENCE

Shift Manager

McDonald's | 2019 – 2021, 2022 - Present

- Delegation and prioritisation of tasks to crew members, always ensuring efficient service delivery and customer satisfaction.
- Cash responsibility, including till and float handling, on-shift benefit sign off, end-of-shift close.
- Ensuring Health & Safety protocols are followed by all staff.
- Delivery and inventory management including stock take & rotation.
- Guiding crew members to successfully meet KPI's through up selling and point-of-sale marketing.
- Motivating teams and lifting morale, particularly during peak times.

Chef de partie

Casco Lounge, Lakeside | 2021

- Inventory, delivery, and stock management of seasonal fresh produce dependent on menu requirements.
- Leading and following daily Health & Safety protocols including temperature checks, allergen information & food segregation.
- Running all aspects of plate design and presentation for my section.

Painter and decorator

Wade Home Improvements | 2021 – Present

- Measuring and preparing surface areas for priming and painting.
- Material inventory and storage, verifying requirements per job.
- Safe use and maintenance of hand tools, power tools and associated equipment including saws, drills, and sanders.

INTERESTS

- Reading
- Hiking
- Working out at the gym
- Travelling
- Photography