SCOTT TRIPP

RETAIL & TEAM LEADERSHIP • CUSTOMER SERVICE • HOSPITALITY • CARE

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PROFESSIONAL PROFILE

Versatile and people-focused professional with experience spanning retail management, charity operations, customer service, catering and hospitality, healthcare services, training and full-time care. Known for a calm, reliable and organised approach, clear communication, empathy and the ability to take initiative. Experienced in supporting teams, handling demanding situations, serving the public and adapting to changing responsibilities. Combines practical hands-on skills with strong administration, IT literacy and a genuine commitment to helping people.

PROFESSIONAL EXPERIENCE

Assistant Manager | Cancer Research UK

26 October 2016 – 9 July 2017

- Supported the day-to-day operation of a charity retail store.
- Contributed through customer service, team thinking, organisation, paperwork and managerial responsibility.
- Applied diplomacy, integrity, reliability and initiative in a public-facing retail environment.

Full-Time Carer | Private caring responsibilities

24 November 2012 – 23 August 2016; 10 July 2017 – Present

- Provided ongoing full-time care, balancing responsibility, patience, understanding and adaptability.
- Maintained an organised and flexible routine, including housekeeping and practical day-to-day support.
- Developed a level-headed, self-disciplined and caring approach to changing needs.

Cleaner | BCS Northampton Ltd.

5 November 2012 – 23 November 2012

- Delivered thorough and efficient cleaning with attention to detail, hygiene and awareness.
- Worked reliably, maintained timekeeping and used initiative.

Hotel Services Assistant (H.S.A.) | St Andrew's Healthcare

5 December 2011 – 23 October 2012

- Provided hotel services in a healthcare environment.
- Applied customer service, hygiene, teamwork and attention to detail.
- Worked efficiently and thoroughly while supporting service standards.

Shop Manager | Oxfam

21 February 2011 – 14 October 2011 (fixed-term, ending with store closure)

Volunteer Shop Assistant: 15 July 2009 – 30 December 2010 | Volunteer Deputy Manager: 31 December 2010 – 20 February 2011

- Progressed from volunteer shop assistant to volunteer deputy manager and then shop manager.
- Helped rebuild team motivation and improve revenue during a challenging period.
- Organised a charity event featuring author Alan Moore.
- Led with responsibility, diplomacy, customer service, integrity, paperwork, organisation and initiative.

EARLIER CAREER

Learning Facilitator / Customer Operations | Transco (formerly Transco)

Progressed through office-based customer service roles, handling emergency calls and meeting call targets. Developed calm, precise and empathetic communication under pressure, later supporting learning and development as a Learning Facilitator. Circa 2005

Croupier & Valet | Casino operations

Worked as a licensed croupier for approximately 18 months, developing accuracy, concentration and composure in a fast-paced environment. Subsequently worked in a valet role, serving refreshments and returning to hospitality service. 1998 - 2004

Catering & Hospitality | Payne & Gunter and event catering

Fully trained catering professional with experience at prestigious London venues and events, including table service, occasional kitchen work, corporate and private functions, weddings, national celebrations and sporting events.

KEY SKILLS

Leadership & team support Retail management, volunteer leadership, team motivation and collaborative working.

Customer Service Public-facing service, understanding needs, communication, diplomacy and problem-solving.

Catering & Hospitality Food preparation, kitchen and table service, events, hygiene and guest experience.

Care & Compassion Patience, understanding, adaptability, housekeeping and practical day-to-day support.

Organisation & Administration Paperwork, prioritisation, timekeeping, reliability and maintaining organised routines.

Communication Telephone skills, emergency call handling, clear information and active listening.

Initiative & Integrity Self-starting, level-headed, honest, responsible and able to respond constructively.

PUBLISHING & CREATIVE PROJECTS

Online Magazine Content Publisher Recreation Within — content publishing and magazine development.

Online Advertising Platform Management AdvertEase / AdvertEasement — online advertising platform management.

Author Published Point Zero: Journey to the Singularity (July 2023), distributed via online magazine channels and Google Play.

QUALIFICATIONS

July 2023 Published author — Point Zero: Journey to the Singularity

2001 **Certificate in Social Science — The Open University**

1989–1991 BTEC National Diploma in Hotel, Catering & Institutional Operations

Food Hygiene & the Handling of Food examination — Royal Institute of Public Health and Hygiene

6 GCSE ‘O’ Level equivalent passes (Grade C or above), including Maths, English Language, English Literature, Integrated Science, Integrated Humanities and Information Systems

INTERESTS

Writing and publishing • Cooking • Keeping fit • Chess • Learning • Recreational activities