



Jordan Cupples

ABOUT ME

I am a very ambitious aspiring designer who loves to work as part of a team. I am currently studying Interaction Design at Ulster University, where I continually try to enhance my digital skills and better myself as a person every day. I'm very passionate and enthusiastic about what I do, and I can't wait to get my career started. I take my role very seriously regardless of what it is, and I strive to produce the best that I can. One aspect of the job that I thoroughly look forward to, is being part of a team and working together to produce quality work that will benefit everyone that uses it.

Experience

Tesco

Customer assistant

I currently work as a Customer Assistant at Tesco Express and have had the opportunity to develop and gain a range of new skills. Due to this being my first position I have had to learn on the job at the same time as interacting with customers. This has allowed me to become proficient in working under pressure while doing a range of tasks at the same time.

Shift Leader

After one year of employment at Tesco, I was approached by my Manger, who offered me the role of a 'Golden Step-up'. The role of a golden step-up is to take up the shift leader's position when needed. A few months went by and in September, I applied to become a shift leader. I feel that I was chosen for this due to how quickly I advanced, fitted into the team and understood my role. As a part-time shift leader, I was required to open/close and run the store. During this time I usually had to oversee a team of 3-4 staff depending on the shift, while managing the day-to-day tasks of the store such as stock control and maintaining the shop's utilities such as the coffee machine and refrigerators. I feel the experience that working at Tesco has given me is transferable to a variety of jobs and environments that I might face in the future.

Contact

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Education

Glengormley High school

2010 - 2018	A/AS level studies, BTEC & GCSE
A level -	Art & design - A*
	Technology & design - C
	ICT - B
Achevment -	Headboy & Prefect
AS level -	Art & design - A
	Technology & design - B
	ICT - B
BTEC -	Information & Creative Technology 2 Distinction, 4 Merit, 4 Pass
GCSE -	1A, 2B, 3C

Ulster University

2018 - 2019	BDes (Hons) Art & Design FYSD FT
Present	BDes (Hons) Interaction Design

Personal skills

Problem solving

Problem-solving is one of the most beneficial skills that I believe I have. I use this skill on a daily basis within uni and work. When designing we are always faced with problems that we have to overcome and find a solution to and this is one of my favourite aspects of design. I have found that I enjoy the challenge of discovering a solution for the problem. Not only do I use this skill in my university projects but also in my part-time job where shifts with no issues are very rare. However, this has never put me off and I enjoy finding solutions. I have found that discovering problems encourages me more to find solutions because I learn something beneficial each time that I can utilise in the future.

Communication

I am a very people orientated person and when this is combined with work, it creates the perfect environment for me to thrive. While working at Tesco I have been able to balance being a Customer Assistant / Shift leader and socialising with my fellow employees while we carry out our tasks. This has made the work environment pleasant to be a part of and makes me even more excited to be a part of another team that can produce quality products, as well as enjoy the job.

Time Management

With both university and my job, I have had to manage my time very carefully whether it be individually, such as working to deadlines for university or working to my Tesco shift schedule. Although I have to balance these individually, I also have to make sure my work life and my education do not disrupt one another. I feel that I have been able to do this well through structuring my week and allocating time for each element.

References

Dr Kyle Boyd

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