

Callum Pillinger-Brown

07532026314 | callum.rpb@gmail.com | Bromley, London | callumpb.com

Multi-faceted and adaptable Physics graduate with over eight years of experience in customer service and business roles, supporting retail managers, security personnel and business directors. Proficient with spreadsheets, data handling, Microsoft and Google suites.

Education

University of Exeter

September 2014 - July 2017

BSc Physics with honours

Specialisations and Projects:

- Graphene Science and Nanostructures
- Theoretical Physics and Quantum Field Theory
- Laser Doppler Velocimetry
- Schlieren Imaging Systems

Employment

Lush Cosmetics - Back of House Assistant

November 2017- Present

- Restructured storeroom and shop floor storage to maximise space, reduce product wastage and clarify the stock-flow process.
- Coached staff from across the company on stock procedures and visual merchandising standards.
- Trained in all aspects of retail management including sales roles and cash-handling to training staff and administrative work.
- Managed other stores as emergency cover during staff shortages.
- Planned and executed stock takes and stock management procedure
- Assisted stock, sales, management, and visual merchandising teams at the largest Lush Cosmetics store by turnover globally

Timepiece Ltd Exeter - Door Supervisor

July 2017 - October 2019

- Headed a team of experienced staff during the busiest event of the year, catering for in excess of 2000 patrons.
- Provided private security for international artists and world-class sports professionals.
- Developed new procedures maximising the flow of customers whilst maintaining safety standards.
- Youngest employee to be accepted to the role.
- Resolved aggravated conflicts between staff, customers and police officials.

CGON - Data Analyst

April 2016 - October 2016

- Produced 15-page report in LaTeX on a 12-month investigation into the changing performance of a fleet of HGVs across millions of miles of travel using MS Excel for data analysis.
- Lead the presentation of results of the project to the Chief Officers and directors of a large international investing company - resulting in increased funding and an expansion of the test fleet.
- Engaged in meetings with staff across the UK to aid in the development of the project and to ensure the results of the analysis were accurate and representative.

Party Cellar - Operating Manager

June 2011 - February 2018

- Assisted the expansion of the business from opening to £100,000 annual turnover within 4 years.
- Facilitated the transition from a small mobile office to a larger fixed office without decreasing delivery times by creating a new order forwarding process.
- Trained all staff in customer service, cash handling, stock management, confidential information management, and order processing procedures.
- Overhauled the customer order process by optimising stock-flow and office-driver communication methods - resulting in quicker response times and lower fuel costs.
- Hold the record for the highest turnover and most customers served in a single shift, twice the current average even after the business expansion.

IT Skills

- Highly Proficient in MS Office including Excel with VBA.
- Experienced in Google Sheets with some knowledge of API's and scripts.
- Knowledge of Python and MATLAB.