

# Luke Anderson.

*IT, digital marketing & creative media.*

lukeando2002@gmail.com · 07907 810769 · Glossop, UK · [lukeando.dev](https://lukeando.dev)

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## PROFILE

As a highly motivated and enthusiastic individual with a strong dedication to my career, I am willing to face any challenge or opportunity that comes my way. I am passionate about acquiring knowledge and believe that there is always room for personal and professional growth. My primary areas of interest lie in IT, digital marketing, and technology-related fields, and my ultimate goal is to pursue a career in these areas. Additionally, I possess advanced skills in graphic design, photoshop, coding, content production, project management, sound design, digital marketing, among others.

## EXPERIENCE

### **Online Customer Service Agent** · *Doodle Products (Home Treats)* Apr 2026 — Present

- Dealing with customer complaints via email
- Handling delivery enquiries
- Printing order labels
- Performing van checks in the warehouse to ensure all vans are correctly loaded

### **Sales Associate** · *B&M, Glossop*

May 2025 — Apr 2026

- Advising and helping customers in store
- Working with my colleagues to ensure customer safety and satisfaction
- Dealing with deliveries and stock within a warehouse environment
- Ensuring that the stock is well presented and organized
- Working within specific time frames to complete tasks
- Working independently and using my initiative
- Communicating well with my peers, customers and management

### **IT Technician Apprentice** · *GB UK Systems Ltd, Hadfield*

May 2023 — Feb 2024

- Diagnosing & resolving hardware malfunctions
- Refurbishing and upgrading computer systems
- Installing, configuring, and updating operating systems
- Performing secure data wiping and backup solutions
- Conducting quality assurance and performance testing
- Managing inventory of computer parts and refurbished equipment
- Providing technical support and customer communication

### **Digital Marketing** · *OE Electrics, Wakefield*

Jun 2022 — Jan 2023

- Creating and moderating content for social platforms
- Responsible for devising marketing campaigns to maintain a brand
- Research, strategize with other marketing professionals
- Conveying and communicating amongst my team
- Working to a schedule to complete tasks
- Working independently and using my initiative
- Performing market research to optimize content

### **Sales Associate** · *ASDA, Wakefield*

Feb 2022 — Jun 2022

- Advising and helping customers in store
- Working with my colleagues to ensure customer safety and satisfaction
- Dealing with deliveries and stock within a warehouse environment
- Ensuring that the stock is well presented and organized
- Working within specific time frames to complete tasks
- Working independently and using my initiative
- Communicating well with my peers, customers and management

### **Kitchen Staff / Front of House** · *Pizza Plus, Glossop*

Feb 2021 — Jan 2022

- Make and cook the pizza dough
- Communicate with customers and work effectively to resolve any issues
- Ensure the cleanliness of my own workspace as well as the kitchen
- Complete tasks in a well timed manner sticking to strict time schedules
- Stay organized and calm in a fast paced environment

### **Labouring / Construction Assistant** · *General*

Jun 2020 — Jan 2022

- Working with a skilled team to ensure on site organization and safety
- Working independently to complete tasks and follow instructions
- Completing deadlines and timed tasks effectively

#### **EDUCATION**

### **Marple College** · *Marple*

2019 — 2022

Distinction\* (equivalent to an A\*) in Creative Media Level 2 in 2020. Merit Pass Pass (equivalent to a BCC) upon completion of the Creative Media Level 3 qualification.

### **Glossopdale High School** · *Glossop*

2014 — 2019

Grade 4 (equivalent to a C) in both GCSE English and Maths, and a Grade 6 (equivalent to an A) in Business Studies.

### **Gamesley Primary** · *Gamesley*

2008 — 2014

#### **EXTRACURRICULAR**

During my final year of high school, I enrolled in the National Citizen Service (NCS) summer program, which provided an opportunity to participate in a three-week course comprising teamwork, event organization and management, community volunteering, team-building activities, independent contribution to activities, and development of self-confidence and essential life skills. The completion of the NCS program has significantly enhanced my abilities, enabling me to realize my full potential as an individual. As a result, I possess the confidence and proficiency to deliver presentations and speak publicly, exhibit proficient organizational and time management skills, and function efficiently in both independent and team-oriented settings. Additionally, I strongly believe that the competencies I acquired through the NCS program are highly transferable across various teams, professions, and workplaces, thus rendering me more employable in the job market.

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