Jonathan Paul Watts

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Full UK Driving Licence (Clean)



Professional Profile

Reliable, practical and hardworking professional with hands-on experience in warehouse operations, stock handling, order picking and packing, goods-in administration and delivery driving. Experienced in unloading deliveries, rotating and storing stock, processing returns and maintaining accurate paperwork. Brings over 16 years of customer service experience, strong attention to detail and a calm, helpful approach. Punctual, adaptable and comfortable working independently or as part of a team. Now seeking a warehouse, warehouse operative, stores or logistics role where a dependable work ethic and broad operational experience can make a positive contribution.

Key Skills

- Order picking, packing and checking customer orders
- Unloading deliveries, booking in goods and handling stock
- Stock rotation, stock control and stock taking
- Processing returns and preparing supplier returns
- Safe storage of goods, including chilled and frozen products
- Completing delivery paperwork and maintaining accurate records
- Working to deadlines while maintaining accuracy and organisation
- Customer service, communication and teamwork
- Reliable timekeeping, flexibility and a strong awareness of health and safety

Personal strengths: Reliable; punctual; adaptable; organised; professional; able to work independently and as part of a team.

Education & Certifications

City & Guilds Level 3 Diploma in ICT Systems Support (7540-13)

Equivalent to **A-Level Grade**

JBC Skills Training Ltd | *Apr 2026 – Aug 2026*

- Networking Principles *
- Installing & Configuring Windows Server
- Principles of ICT System and Data Security *
- System Management
- ICT Systems and Network Management

(* Units are closely linked to other widely accepted IT Certifications including **CompTIA Network+**, **Server+**, and **Security+**)

Ofqual Qualification Number: **501/1585/6**

City & Guilds Level 2 Diploma in ICT Systems Support (7540-12)

Equivalent to **GCSEs Grades 4-9 (A*- C)**

JBC Skills Training Ltd | *Apr 2025 – Jun 2025*

- Customer Service Provision
- Install, Configure and Test ICT Networks
- Business Concepts for IT Professionals
- Principles and Concepts of Cloud Computing
- IT Fundamentals: Software, Hardware & Networking

Ofqual Qualification Number: **501/1430/X**

Secondary Education: Queensbury Upper Secondary School, Dunstable
GCSE-level education including Computer Studies, Maths, English, Science, and Religious Studies

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Career Summary

ICT Systems Support Technician (Self-employed)

JW ICT Systems Support – Telford | *Aug 2026 – Present*

- Provide general IT support and troubleshooting, helping customers with computer-related issues.
- Build, repair and upgrade computers using parts supplied by clients.
- Install and configure Windows and assist with networking and Windows Server setup.

Classroom Support Volunteer

Tech With No Limits CIC - Hadley Community Centre - Telford | *Nov 2026 – Present*

- Assisting the tutor by helping to show adult students the basic Microsoft 365 Skills and the use of AI for daily life.

Community Grocery Volunteer

Lighthouse Church Community Grocery - Telford | *July 2025 – Present*

- Assisting with unloading delivery vehicles and rotating stock
- Providing customer service to members of the public
- Storing excess produce in warehouse, fridges, and freezers

Sales / Warehouse Assistant & Delivery Driver

Motor Parts Direct – Telford / Wrexham / Chester | Aug *2022 – Jan 2025*

- Picking and packing customer orders accurately
- Managing stock levels and processing returns
- Booking in deliveries and completing paperwork
- Answering customer phone enquiries and arranging supplier returns

eBay Operations Assistant

Demon Tweeks - Wrexham Industrial Estate | *Feb 2022 – Jun 2022*

- Managing and enriching product listings for eBay platforms
- Uploading branded images and product information
- Ensuring accuracy of listings before upload to eBay stores

Customer Service Assistant

ZF Services UK Ltd (formerly Brake Engineering) - Wrexham Industrial Estate | *Aug 2007 – Feb 2022*

- Providing technical telephone support to UK and export customers
- Identifying and advising braking components using Tecdoc and Autocat
- Liaising with suppliers regarding outstanding orders

Hobbies & Interests

- Developing IT skills, particularly cybersecurity and cloud technologies
- Cinema and audiobooks (science fiction, autobiographies, thrillers)

References

Available upon request.