

David M Thorp

📍 West Sussex | ✉️ thorpy89@icloud.com | 📞 07738630259 | 🌐 snapswithdave.com

Profile

Dynamic and adaptable professional with over 18 years of experience in leadership, customer service, and operational management within fast-paced environments. Skilled in logistics, team management, and client-facing communication.

Currently expanding expertise into photography and creative digital media, with a portfolio at snapswithdave.com showcasing work in nature, landscapes, and lifestyle photography.

Core Skills

Logistics & Delivery Operations | Team Leadership & Staff Training | Customer Experience & Complaint Resolution | Photography (Nature, Landscape, Lifestyle) | Adobe Lightroom & Photo Editing | Website Management & Content Creation | Stock Control & Merchandising | Project Coordination & Store Refits | Cash Handling & Financial Accuracy | Health & Safety / First Aid Certified

Professional Experience

Royal Mail – Postal Worker (2018 – Present)

- Organise and deliver mail and parcels to residential and business addresses, ensuring accuracy and timeliness.
- Provide friendly, professional customer service while handling enquiries and special deliveries.
- Maintain efficiency under tight deadlines, managing routes and adapting to changing workloads.
- Uphold security and confidentiality standards for all postal items.

Currys / Dixons Retail – Team Leader (Nov 2014 – 2018)

- Led daily store operations including opening/closing, staff coaching, and performance monitoring.
- Consistently achieved and exceeded sales targets through effective customer engagement.
- Managed merchandising, stock levels, and visual presentation for key product areas.
- Resolved escalated customer issues promptly and professionally.

Dixons Retail – Merchandising Expert (Transformation Team) (Jul 2014 – Nov 2014)

- • Travelled nationwide to support new store openings and refits, coordinating merchandising projects.
- • Worked with construction teams and senior management to implement store layouts.
- • Delivered staff training on new processes and visual merchandising standards.

Currys / Dixons Retail – Sales Assistant (Jul 2013 – Jul 2014)

- • Delivered excellent customer service while meeting personal and team sales goals.
- • Contributed to high-profile projects including Project Everest and major store reopenings.

McDonald's Restaurant – Shift Manager (Sep 2005 – Jul 2013)

- • Progressed from crew member to shift manager, leading teams of up to 20 staff.
- • Managed training, stock control, maintenance, and customer service operations.
- • Handled financial tasks including cash control, auditing, and daily reports.

Photography & Creative Work

Snaps with Dave – Photographer & Content Creator (Ongoing)

- Capture and edit nature, seascape, and lifestyle photography, with a strong focus on composition and storytelling.
- Maintain snapswithdave.com portfolio site, including image curation and written content.
- Experiment with Fujifilm film simulations and minimal gear setups for creative efficiency.
- Build online presence through consistent posting and engagement with photography communities.

Education & Qualifications

- First Aid Certificate – 2009, 2012
- McDonald's Diploma – 2009
- Basic Shift Management – 2009
- Advanced Shift Management – 2010
- Littlehampton Community School – 2000–2005

Interests

Photography, application development, cycling, walking, golf, music, reading, and lifelong learning.