

# Tom Baker

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## Profile

Determined Linguistics and Mathematics graduate with extensive customer service experience and proven experience in leadership, event management and working independently.

## Skills

### Communication and interpersonal

- Worked effectively in teams in both academic and work environments
- Experience in hospitality has developed effective listening skills to identify client's specific needs and deliver a high level of customer service, in city centre hotel as a Bartender and Events Organiser
- Board of Studies Representative involved liaison between students and academic staff, meeting and discussing student issues with staff, demanded the ability to articulate clearly and to negotiate

### Meeting deadlines under pressure

- Late nights and early mornings necessary for preparations for book launch in hotel. Required project planning skills, delegating tasks and supervising colleagues and a professional approach to challenging clients
- Joint responsibility for the organisation of large scale fundraising events for York Economics Society. Prioritised activities effectively, especially during exams

### Delivery of high quality work, taking responsibility for decisions

- Accountable to membership as Vice Chair of Economics society
- Objectivity, accuracy and consistency needed as a Mystery Shopper

### Planning & organisation

- Planned, budgeted and organised extensive, independent overseas expeditions, most recently to China by train. Demonstrated adaptability and determination
- As an English teacher - designed lessons meticulously, ensuring appropriateness for all classes
- Effective time management and self-discipline led to academic achievement while holding part-time work and positions of responsibility

### Self-awareness to improve own performance

- Realised limitations while working for a small school with limited resources in Inner Mongolia. Used on-line forums extensively to exchange ideas, advice and resources from overseas
- Developed language skills by undertaking additional course at university

### Language skills

- Native English speaker
- A Level standard French
- Basic Mandarin

### Computer skills

- Confident with Adobe Creative Suite, Office and G Suite

## Education

### 2017 – 2020 BA (Hons) Linguistics and Mathematics, University of York, 2:1

- Developed strong writing skills, excellent analytical and numerical skills; the ability to research and interpret complex information and statistics

### 2010 – 2017 Newtown High School

- A Levels: English (A), Mathematics (A), French (B)
- GCSEs: 11 A\*-B , including Maths and English Language

## Employment

2018 – ongoing      Bar Tender/Events Organiser, Sleepwell Hotel, Thirsk, part time, evenings and weekends

2018 – 2019      Mystery Shopper, UK Shop Tracker, part time

2017      English Teacher, Whole World Language School, Vietnam

## Positions of Responsibility

### 2019 – 2020      Board of Studies Student Representative

- Attend Board of Studies meetings and communicate student concerns and queries. Propose solutions to issues; negotiate and agree changes. Feedback information to student colleagues

### 2019 – 2020      Vice Chair, University of York Economics Society (elected position)

- Managed budgets and corporate relations, and organised 12 events per year
- Organised programme of speakers from large financial organisations
- Necessitated effective leadership and motivation of others

### 2014 – 2018      Regimental Sergeant Major, CCF

- Membership of the Combined Cadet Force led to promotion to the highest possible rank
- Maintained excellent standards of dress, organisation and teaching throughout the ranks, requiring determination and the ability to delegate

## Achievements

### Duke of Edinburgh's Award

Completed Bronze and Silver awards requiring sustained commitment through charity work and expeditions

### Piano playing

Grade 7. Playing a range of contemporary and classical music at The White Room Restaurant on weekends and special occasions. Met a diverse range of people and developed interpersonal skills in a new context

### Travel

This has given a range of unforgettable experiences and the chance to obtain a scuba diving qualification, and to learn about and experience life in different cultures and environments