

Name

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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 Biggin 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, Oldham, 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