

## PERSONAL PROFILE

- An enthusiastic and versatile professional with experience of both public-facing and office-based roles. Highly efficient and confident when overseeing the work of colleagues and carrying out financial procedures
- Comfortable working under pressure, having thrived in a fast-paced and highly pressured restaurant environment. Demonstrates a talent for facilitating the smooth, timely and cost-effective running of operations and projects
- Developed organisation and leadership skills while studying for a degree in Television, specialising in producer roles which involved coordinating projects from the initial draft of the script to the finished film

## EDUCATION & QUALIFICATIONS

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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|-------------------------------------------------------|
| <b>Edinburgh Napier University (2:1)</b><br>TV Factual Production<br>TV Studies <ul style="list-style-type: none"><li>• Researched and pitched ideas for both factual and fictional films, and managed production from start to finish</li><li>• Gained experience working in small teams and balancing multiple roles.</li><li>• Produced a film that won Best Student Film at The Edinburgh Indie Film Festival</li></ul> | <b>BA (Hons) Television</b><br>TV Factual Research<br>Scriptwriting | <b>2015 - 2017</b><br>TV Studio Presentation<br>Drama |
| <b>Glasgow Clyde College (A)</b>                                                                                                                                                                                                                                                                                                                                                                                            | <b>HND Creative Industries - Television</b>                         | <b>2013 – 2015</b>                                    |
| <b>Jordanhill Secondary School</b><br>Advanced Higher - English (B)<br>Highers - English (A), Art (A), Drama (B), Music (B)                                                                                                                                                                                                                                                                                                 |                                                                     | <b>2007 - 2013</b>                                    |

## EMPLOYMENT HISTORY

**Jamie's Italian** **2015 - Present**

### Office Administrator; 2017 - Present

- Oversees the management and organisation of the office of a busy city centre restaurant
- Manages reservations and advises members of the public wishing to book the restaurant for large functions
- Organises deliveries and maintenance, and collaborates with engineers working on the premises
- Inducts new staff and liaises with head office concerning any issues with members of the team
- Supports budgeting and bookkeeping procedures, checking and approving invoices and identifying any discrepancies
- Updates personnel and financial records, and tracks stocks of supplies, placing orders when necessary
- Gathers information from other Jamie's Italian restaurants and compiles reports for operations managers
- Collects data from 10 restaurants in the chain, calculates expenditure per customer and transfers the data to a spreadsheet

### Host; 2015 - 2017

- Greeted customers at the door, ensuring their first impression of the restaurant was friendly and professional
- Answered booking enquiries, arranged reservations and monitored the guest waiting list

## KEY SKILLS & COMPETENCIES

**Leadership:** Comfortably assumed the increased authority and responsibility demanded by promotion from host to office administrator. Directs and oversees the work of other team members with confidence and clarity.

**Planning & Organisation:** Developed organisation skills while working as an office administrator at a busy restaurant. Learned to work to tight schedules during studies, producing award-winning films within strict timeframes and budgets.

**Communication:** Possesses excellent written and verbal communication skills. Able to communicate clearly and articulately with individuals and groups of all professional levels, ages and backgrounds.

### KEY SKILLS & COMPETENCIES (CONTINUED)

**Teamwork:** Displayed strong teamworking skills both in previous employment and during studies at university. Is conscientious and adaptable, with a strong commitment to operating in the best interests of the team.

**Attention to Detail:** Meticulous and methodical when undertaking tasks that require high levels of concentration and care, such as conducting research and design activities and carrying out financial procedures.

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**References:** Available upon request.