

PERSONAL PROFILE

Front Office Manager with five years of experience leading staff in upholding standards and providing excellent customer service. Led teams of 5-15 people across technology, business, and design departments.

EDUCATION

University of Cambridge, 2015 - 2018

- BSc International Tourism Management
- Additional points:
 - Introductory Accountancy, Business Finance, Project Management, Entrepreneurship, International Events Management, Hospitality Events Management, Tourism Innovation
 - Quantitative and qualitative analysis of complex, varied information
 - Strengthened presentation skills, delivering to large groups of students and academics
 - Group projects and team-building days have developed effective teamwork skills

WORK EXPERIENCE

Front Desk Agent, The Ritz-Carlton New-York, 2016 - Present

- Description:
 - Leading a team of residential mentors enabling students to settle into University Life
 - Utilizing a tactful yet assertive approach when mediating disputes between residents
 - Other tasks include creating shift rotas and chairing weekly meetings
 - Demonstrating strong multi-tasking capability by managing the demands of a challenging job alongside studies and active involvement in student societies

Sales Adviser, Next, 2015 – 2016

- Description:
 - Built rapport with customers of all ages providing appropriate advice on fashion trends
 - Regularly exceeded all individual sales targets
 - Provided training for new staff and covered for the branch manager in her absence

EXTRACURRICULARS

Volunteer, Red Cross France, 2017 - 2018

- Description:
 - Contributed to the operations of the Red Cross by providing support during disaster relief efforts and community outreach programs
 - Assisted in the distribution of essential supplies to those in need and provided emotional support to affected individuals
 - Collaborated with a team of volunteers to organize and execute fundraising events, which raised significant funds for the organization's initiatives

Course Representative, BSc International Tourism Management, 2016 - 2017

- Description
 - Regularly met with students to identify issues of concern
 - Attended formal meetings with academic staff and successfully negotiated significant changes to coursework deadlines
- Skills:

Member, The University Hockey Club, 2015 - 2016

- Description
 - Responsible for coordinating regular training sessions and helped promote the club at Freshers' Fair
 - Represented Gloucestershire in the U19 Hockey Team
- Skills:

AWARDS

- Duke of Edinburgh Bronze Award, Duke of Edinburgh, 2016
 - Completed the Duke of Edinburgh Bronze Award program in 2016, which included developing skills, participating in physical activities, volunteering in the community, and going on an outdoor expedition

SKILLS

- Languages:
 - English
 - French
- Hard skills:
 - MS Office
 - Excel

- Soft skills:
 - Time management
 - Leadership