

Callum Hull

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Sunderland, SR4 6EW

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Summary

Dynamic and resourceful professional with a strong work ethic and proven expertise in interpersonal communication, team collaboration, and customer service excellence. Demonstrates exceptional skills in time management, multitasking, and attention to detail, ensuring high-quality service delivery. Adept at conflict resolution and problem solving, with a calm demeanor under pressure. Committed to continuous learning and leadership development, aiming to leverage hospitality standards knowledge in advancing career goals within the industry.

Experience

The Bunker/ Volunteer

FEB 2024 - PRESENT, Sunderland

- Carried out day-to-day duties accurately and efficiently.
- Quickly learned and applied new skills to daily tasks, improving efficiency and productivity.
- Successfully delivered on tasks within tight deadlines.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Kept abreast with latest trends in music education through continuous professional development courses.
- Demonstrated versatility across multiple music genres, catering to diverse audiences.
- Improved brand visibility through creative video content creation.
- Captured high-quality footage for various events.
- Managed lighting setups for improved video quality.
- Coordinated with the production team to create a smooth filming process.

Queens Cafe/ Kitchen and Front Staff

JAN 2021 - MAY 2025, Seaburn, Sunderland

- Prepared potatoes, fish, and sauces to ensure timely meal service.
- Maintained kitchen cleanliness to uphold hygiene standards.
- Took customer orders accurately, enhancing satisfaction.
- Welcomed guests warmly, creating a positive first impression.

- Washed dishes and cleared tables to support efficient operations.
- Communicated effectively with kitchen staff to streamline order fulfilment.
- Collaborated with team members to achieve project goals.
- Consistently arrived on time, demonstrating reliability in all shifts.

McDonald's / Crew Member

MAR 2024 - SEPT 2024, Boldon Colliery

- Welcomed customers warmly, ensuring a sense of value and appreciation.
- Accurately processed customer orders at both counter and drive-thru.
- Executed cash and credit card transactions with precision and efficiency.
- Prepared and cooked menu items in accordance with company standards.
- Assembled food orders meticulously, ensuring completeness and presentation.
- Maintained food safety guidelines for proper preparation and storage practices.
- Regularly sanitised workstations, kitchen equipment, and dining areas to uphold cleanliness standards.
- Resolved customer complaints promptly, restoring confidence in service quality.

Stadium Of Light / Steward

NOV 2025 - CURRENT, Sunderland

- Welcomed customers warmly, creating a positive and professional first impression
- Assisted guests with seating, directions, and general enquiries
- Ensured crowd safety by monitoring stands and concourse areas
- Responded calmly and effectively to customer concerns or incidents
- Worked closely with team members to maintain a safe and enjoyable environment
- Followed stadium policies and safety procedures at all times

Education

Newcastle College / Level 3 BTEC National Extended Diploma

2024, Newcastle College

Music Production

Boldon School/ GCSE

SEPT 2016 - 2021, Boldon Colliery

- English 6
- Maths 5
- Science 6
- Art 4
- Business Studies Pass
- Computer Science Pass

Skills

- Interpersonal communication
- Team collaboration
- Customer service excellence
- Time management
- Multitasking
- Attention to detail
- Critical thinking
- Conflict resolution
- Adaptability
- Strong work ethic
- Leadership
- Learning agility
- Calm under pressure
- Problem solving
- Communication skills
- Public speaking
- Team building
- Resourcefulness
- Upselling and item bagging
- Cash handling and reconciliation
- Dependability and reliability
- Hospitality standards knowledge
- Customer service
- Food safety
- Order fulfillment
- Problem resolution
- Customer engagement
- Problem-solving
- Active listening
- Analytical and critical thinking

Language

English- First language

Certifications

Level 2 Food Hygiene and Safety for Catering
Level 3 Emergency First Aid at work
Level 2 Certificate in Retail Knowledge
Level 1 PERSONAL DEVELOPMENT, CONFIDENCE BUILDING AND SELF-CARE
Level 2 Spectator Safety

Hobbies and interests

My hobbies consist off;
Making Music, CD Making, Coding,Drawing, Collecting Vinyls and Cassettes.