**Toni Ross**

10 Dunvegan

Birtley

Chester - le - Street

County Durham

DH3 2JH

Telephone: 0191 410 4507

Mobile: 07496365122

Email: [rosstoni@hotmail.com](mailto:rosstoni@hotmail.com)

**Personal Profile**

I consider myself to be a creative person, with an eye for detail, willing to try my hand at most things; flexible, versatile and reliable, I take pride in completing jobs to the best of my ability, learn new skills quickly and enjoy working within a team environment or on my own, taking responsibility for my actions. Determined and motivated, I am keen to build on my knowledge and experience learnt to date and feel that I will make an immediate and positive contribution with a new organisation.

**Competence Profile**

* I am able to multi task and work with little supervision and minimum instruction to carry out jobs while maintaining concentration for specified procedures and working effectively in different environments.
* I am used to supporting my colleagues on a daily basis and I am able to communicate with the public to meet their needs.
* I have an eye for detail and I am punctual and trustworthy.
* I am a friendly communicator who listens to instructions and acts upon them.
* I am a quick thinker, with the ability to work to a deadline.

**Employment History**

December2015 - Drum Shop UK/ **Customer Services Advisor** February 2016 NECC  **Web Sales Assistant Apprenticeship**

An apprenticeship ran by NECC, at Drum Shop UK working towards C&G Level 2 Diploma in Customer Service. Responsibilities included online ticket and email resolution, handling phone inquiries, customer service and sales.

I was made redundant from this apprenticeship.

June 2015 - The Bunker C.I.C **Creative Media Specialist**

December 2015Sunderland

My daily tasks include updating and managing social media to market the business to their target audience. I liaise with staff members and management to create digital flyers, posters and leaflets, advertising upcoming events and services. I am The Bunker’s photographer, using my images to promote workshops, bands and events; I have experience in product photography and my work has been used to promote bands as well as The Bunker. I am solely responsible for the updating and management of their website, which is a weekly task. On a monthly basis, I am solely responsible for producing a newsletter which promotes their services, community work and upcoming events. I am involved, when the need arises, in assisting with drum tuition; I am currently working towards a PTLL’s qualification.

February 2014 - Monumental **Creative and Digital Media**

June 2015 Training **Apprenticeship**

An apprenticeship ran by Monumental Training, within The Bunker C.I.C working towards an Edexcel Level 3 Diploma in Creative and Digital Media.

**Education**

Maths GCSE- B

Biology - B

Chemistry B

Physics B

English Language- B

English Literature- C

Textiles - A

ECDL ICT- Distinction \*

Psychology - D

Music - Distinction \*

Edexcel Level 3 Diploma in Creative and Digital Media – Pass

Edexcel Functional Skills in Maths, English and ICT – Pass

Grade 1 Cornet from Associated Board of the Royal Schools of Music

Gold Award Swimming Certificate

**Voluntary Work**

**The Soundroom Community Music Project NE8 2HL**

I have worked on a voluntary basis assisting the recording of bands, organizing events and working with people with special needs. The Soundroom is a community project providing rehearsal space and recording facilities for the local community; during my time here, I produced posters to advertise events and assisted in the recording studio. This project also promoted the use of music as a therapy for young adults with special needs, my role was to assist members of staff and carers to enhance their musical experience.

**Hobbies and Interests**

In my spare time, I enjoy drumming, listening to music and attending gigs; photography, reading books, crafts, medieval combat and collecting swords.

**Additional Information**

**Date of Birth:** 25th April 1997

**References: Andy Anderson**

Drum Shop UK

Unit 11,

Industrial Rd,

Washington,

Tyne and Wear

NE37 2SF

0191 418 7113

**Liam Huitson**

The Bunker

29 Stockton Road,

Sunderland

SR2 7AQ

[0191 567 1777](javascript:void(0))

**Julie Skipsey**

16 Dunvegan

Birtley

Chester - le - Street

County Durham

DH3 2JH