

Hellen E.

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Education

University of Wolverhampton

Sep 2017 - Sep 2021

BA (Hons) Business and Marketing Management

- Cumulative grade: 2:1
- Relevant Coursework: Website Development and Design, The Digital Business, Responsible Business, The Professional Manager and Leadership, The Business Communicator, The Marketing Consultant

Experience

Asda

Dec 2020 - Present
Tipton

Service Colleague

- Maintaining strict and current cleaning and distancing policies regarding the COVID-19 outbreak to ensure employee and customer safety.
- Assured customer satisfaction by anticipating their needs and providing high quality service that maintains the brand standard and values.
- Provided seamless and accurate cash flow to customers by handling POS transactions including credit, cash, exchanges, returns, and refunds.

Adey Steel Group

Aug 2019 - July 2020
Loughborough

Marketing Coordinator

- Consulted with the web designers to develop the company website utilizing HTML and CSS.
- Increase Facebook and Instagram traffic by 100%, following their set up.
- Design flyers, brochures, posters, banners, and other print materials for one-off corporate events to support event staff.
- Develop online marketing content and advertising imagery.
- Organize and upload web content to the company's website.

Bella Italia

Aug 2017 - Aug 2019
Dudley

Bartender & Waitress

- Trained and mentored new personnel on bar and floor duties and policies.
- Resolved conflict quickly and successfully 100% of the time, resulting in customer satisfaction.
- Recall over 30 menu items and rotating specials to provide guests with tailored recommendations.
- Manage the stock take of the bar for effective planning of the available stock.
- Greeted new and returning customers and developed relationships that resulted in customer loyalty.

Independent Projects

Entrepreneurial Creativity and Innovation (university project)

Dec 2018

- Set up a stand-up a one-day nail business, providing and selling nail products and collecting funds for charity.
- Managed all the bureaucratic aspect of a business such as: grant council permission to put a stand in the park, follow health and safety procedure, monitoring financial budget (expenses, profit) and design marketing package (ads).

Skills

- **Languages:** HTML, CSS, JavaScript (learning)
- **Other:** googling, Italian language (native level), Microsoft Office, Company Website, Web Content