

# Gary Wigglesworth

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I possess good inter-personal skills with a polite courteous friendly attitude. I have excellent diary management skills and have a proven history of working in a busy environment always maintaining a high level of customer service. I am a great collaborator, adaptable with the ability to work alone if required.

## Work Experience

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### **Talent Acquisition Specialist**

Momento Management-Newcastle upon Tyne

September 2024 to Present

I am the lead scout and talent identification manager for the north of England and Scotland and also head of women's football. In this role I arrange calls between football players and Momento Management for the first step for them to be signed by the agency.

I also make contacts with football clubs all over the world with regards to players they would like to sign and with players on which clubs they would like to transfer to.

I also look for and arrange sponsorship deals for the players by contacting businesses that would be looking for ambassadors to promote that brand alongside this I also keep the company YouTube channel, TikTok and Instagram pages up to date

### **Receptionist**

Vermont Hotel-Newcastle upon Tyne, Tyne and Wear

June 2024 to Present

I perform all tasks required of a hotel receptionist processing check in, check out, taking payments and pre authorisations

### **Business Travel Consultant**

Clarity Travel-Manchester, Greater Manchester

September 2023 to April 2024

Making travel bookings for university professors and students travelling all over Europe

### **Receptionist**

Malmaison-Newcastle upon Tyne, Tyne and Wear

December 2021 to September 2023

I was the first and last point of call for guests checking in and out of the hotel, taking payments, cutting keys, issuing petty cash to other staff members. On occasion I was covering the night shift

### **Customer Service Advisor**

Dunelm

October 2020 to December 2021

Home working for the customer contact centre taking calls, answering emails, answering live chats to incoming customers involving order checking, damage reporting, faults to items that have been delivered, returns, refunds and

complaints. This has involved a great deal of self-discipline, motivation, and concentration to ensure my workload is met and a high-quality service is provided to customers whilst working from home with a house of five adults (also home working) and two border collies.

Tesco

March 2020 to October 2020

At the start of the COVID - 19 pandemic I was recruited as a temporary employee with Tesco, my responsibilities were to serve customers on the check out, recover trollies from the trolley bay clean the trollies and baskets, I also worked on the door to control the number of customers that were in store and adhere to social distance guidelines. This was initially for 6 weeks however I was kept on due to my work ethic, going above and beyond to cover shifts and ensure a pleasant experience for customers in a stressful time as well as my first aid qualification.

### **Social Media Manager**

Ossett-Albion / Ossett United

September 2017 to June 2019

Social media manager for a semi professional football club to include the senior men's and ladies' teams, under twenty-one, under nineteen and BTEC academy teams, providing live match commentary on Twitter and the club radio station. I updated all social media pages with player and manager interviews, at home matches I would share responsibility for reception and pre-match hospitality, I also took responsibility for arranging mascots for all home games consulting with schools and grassroots teams as well as organising all family/friends' tickets for all players.

This was all done within my spare time whilst holding down a full-time job, ensuring that all information was detailed, prompt and accurate. Needing to quickly switch from one team to another and respond to urgent requests for information to be added / amended.

### **Social media manager**

July 2018 to January 2019

/ PA for a freelance model

Manage the social media pages for a freelance model in the Wakefield area, I kept all the pages up to date and book travel for meetings and photo shoots in the UK. Ensuring a professional and high standard of work.

### **Business Travel Consultant**

Egencia

April 2018 to September 2018

Working for a global travel company making flight, hotel, car hire, ferry reservations, working as part of a team of nine people looking after seventeen accounts of various sizes while taking overflow calls from another office in Glasgow. This involved responding to urgent queries as well as ensuring the day-to-day tasks were completed, whilst ensuring high quality of service for the

customers.

### **Business Travel Consultant**

Carlson Wagonlit Travel

April 2013 to June 2017

Working for a global travel company rated in the top five for travel management companies, making flight, hotel, car hire, airport parking reservations for various corporate travel throughout Europe and the rest of the world. This involved responding to urgent queries as well as ensuring the day-to-day tasks were completed, whilst ensuring high quality of service for the customers.

### **Business Travel Consultant**

Business Travel LTD

May 2012 to January 2013

Working for an independent business travel company, managing company accounts with responsibility for booking all aspects of travel, consulting with airlines, hotels, car hire companies to get the best available rate for the client delivering a high level of customer service and upselling services products where possible. This involved responding to urgent queries as well as ensuring the day-to-day tasks were completed, whilst ensuring high quality of service for the customers.

### **Business Travel consultant**

BCD Travel

May 2010 to December 2011

Working on a number of accounts and had the sole responsibility for one account, making flight, hotel, car hire reservations sometimes at short notice as the passenger was making their way to the airport, working quickly and effectively to make sure the tickets were issued so not to cause the client any further delays. This involved responding to urgent queries as well as ensuring the day-to-day tasks were completed, whilst ensuring high quality of service for the customers.

### **Business Travel Consultant**

The Marine Travel Company

April 2008 to May 2010

Working on a number of accounts for companies within the oil and gas sector, arranging flights for clients in vast numbers when crew members were due to leave and join the ships / oil rigs. This involved responding to urgent queries as well as ensuring the day-to-day tasks were completed, whilst ensuring high quality of service for the customers.

## Education

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### **GCSE in English and Maths in Leisure and interests**

Ossett School

1993 to 1999

## Skills

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- Administration skills.
- Account management
- Public speaking
- Diary management
- Customer service
- Time management