

Profile

Enthusiastic and adaptable second-year Graphic Design student at Loughborough University, with a strong foundation in creative design principles and practical experience in the service industry. Demonstrates a high level of reliability, resourcefulness, and versatility, thriving both independently and within team environments.

CONTACT

PHONE NUMBER:
+44 7442485447

Portfolio Website:
<https://l0tt3b.github.io/HeatherPortfolio/>

EMAIL ADDRESS:
Heather@burns.net

Skills

Effective Communication
Adaptability & Flexibility
Self-Motivated
Team Collaboration
Organization
Multi-tasking
Cash Handling & Management

References

Available Upon Request

Heather Burns

EDUCATION

Bachelor of Arts – Graphic Design

Oct 2023 - Present
Loughborough University

L3 Digital Design Diploma

Sep 2022 – Jul 2023
Ealing Green College

Ontario Secondary Diploma

Sep 2018 – Jul 2022
Unionville High School

WORK EXPERIENCE

Public – Barista & Waitress

Jan 2024 – Present

- Provided exceptional customer service, engaging with customers in a friendly and professional manner to ensure a positive experience.
- Developed and crafted unique seasonal drink offerings, contributing to an enhanced menu and customer satisfaction.
- Maintained fully stocked product displays, ensuring a seamless experience and availability for customers.
- Accurately handled register transactions, delivering efficient service while maintaining accuracy and attention to detail.

The Court of Miracles Ltd – Barista & Waitress

Jul 2023 – Sep 2023

- Prepared various coffee beverages, including espresso, pour-overs, French press, and drip coffee, with consistent quality.
- Designed specialty coffee drinks with unique flavours and seasonal options to elevate customer experience.
- Memorized menu for quick service and offered personalized drink recommendations based on customer preferences.
- Efficiently operated POS system, handling cash transactions accurately while providing excellent customer service.

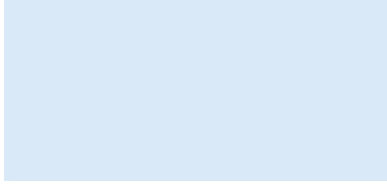
Ryans – Bartender

Dec 2022 – Sep 2024

- Served as the sole bartender on weekday shifts, managing all bar operations independently, and collaborated effectively with team members during busier weekend shifts.
- Prepared and served beer, wine, liquors, and cocktails with prompt, courteous service.
- Maintained a safe, clean, and well-stocked bar area throughout shifts.
- Operated the Mixway POS system and credit card reader efficiently, handling all transactions accurately.
- Assisted with inventory audits to support timely and accurate supply orders, minimizing shortages and optimizing stock levels.

Greene King – Bartender & Waitress

Oct 2022 - Mar 2023



- Took orders for drinks from guests and delivered them accurately and promptly.
- Recommended beverage options to patrons to increase guest satisfaction.
- Demonstrated flexibility regarding work assignments and work schedule.