

# MAYA THOMPSON

## DETAILS

### ADDRESS

Stockholm  
Sweden

### PHONE

+46729320048

### EMAIL

majsant96@hotmail.com

### DATE OF BIRTH

5 December 1996

## SKILLS

Fast Learner

● ● ● ● ●

Leadership

● ● ● ● ●

Organization Skills

● ● ● ● ●

Customer Service

● ● ● ● ●

Microsoft Office

● ● ● ○ ○

Amadeus GDS

● ● ● ● ○

Travelwire

● ● ● ○ ○

• Swedish (fluent)

● ● ● ● ●

• English (fluent)

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## PROFILE

Hardworking and enthusiastic Student working towards an education in Software Development

## EMPLOYMENT HISTORY

### Group Travel Agent, Travel Design

Stockholm

May 2022 — Sep 2023

- Handled flight bookings for groups in Amadeus GDS and various airline systems such as BookAGroup, Tigre and more
- Successfully ticketed bookings and handled deposits, EMDs, name reporting and various administrative tasks with each group such as invoicing and deadline management
- Organised and upheld a high standard of effectiveness with each group and client through a managing system built by Charlotte Runestrand
- Built and maintained relationships with clients and airlines

### Sales Assistant, The Body Shop

Stockholm

Jan 2021 — Apr 2022

- Successfully sold skincare, makeup, body care and fragrances
- Opened and closed the store and handled the tills
- In charge of visual merchandise and campaigns in the store

### Customer Support Agent, Tando

Stockholm

Sep 2020 — Dec 2020

- Customer support via email and phone
- Administrative work with loan applications and active loans

### Marketing Assistant Intern, Believe Music

City of London

Sep 2019 — May 2020

- Assisted across all label and label services projects
- Compiled reports, documents and presentations for music releases
- Organized shipments of physical sales, mail packages and handled various administrative tasks such as invoicing and researching
- Managed and circulated the release schedule and event schedule, as well as handled guest lists for events
- Input music to the internal release system

### Team Leader, The Body Shop

City of London

Mar 2019 — Sep 2020

- Worked as a Team Leader selling skincare, makeup, body care and fragrances
- Opened and closed the store and handled the tills
- In charge of visual merchandise and campaigns in the store

**Sales Assistant, Ur & Penn**

Stockholm

Jan 2017 — Sep 2018

- Successfully sold watches and Bijouterie to customers based on their needs and preferences
- Handled simple repairs on watches such as changing wrist bands and replaced batteries
- Opened and closed the store and handled the tills

**Receptionist, Ericsson**

Stockholm

Jan 2017 — May 2017

- Worked in the reception at the biggest Ericsson office in Solna, Stockholm
- Handled visiting badges, customer contact, mailing and phone services
- Organized and maintained conference rooms daily

**Shift Manager, McDonald's**

Stockholm

Jul 2013 — Sep 2016

- Organised and led the staff during my shifts
- Handled tills and budgets/KPIs
- Correctly calculated inventory and maintained a safe working and guest environment to reduce the risk of injury and accidents
- Routinely cleaned the kitchen, register and stock area throughout my shifts

**EDUCATION**

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**Hair & Makeup Stylist, Real Gymnasiet**

Stockholm

Sep 2012 — Jun 2015

**Music Business, BIMM London**

City of London

Sep 2018 — Jun 2019

Completed one (1) year of a three (3) year Bachelor's Degree