

# Joel Noyce

University of Manchester graduate with a BA Dual Hons degree in Spanish and Linguistics. Experienced customer service professional with a consistent track-record as a high-performer in retail settings. Effective communicator of both English and Spanish with years of experience teaching English as a foreign language.

## EDUCATION

**University of Manchester** — *BA Hons Spanish and Linguistics (2011 – 2015)*

Demanding course where I developed the skills to manage time efficiently and meet deadlines.

## CUSTOMER SERVICE / RETAIL EXPERIENCE

**Forge Bakehouse, Sheffield, UK** - *Barista (2022)*

Responsible for opening the cafe; dialing in the coffee machine; making excellent drinks; ensuring the consistency of the coffee extraction throughout the day. Closing the cafe; cleaning the coffee equipment. Providing excellent customer service as part of a highly-effective team; greeting customers; processing multiple orders; working well in a fast-paced environment.

**Marmadukes, Sheffield, UK** - *Barista (2021 – 2022)*

**Gaard Coffee Hide, Sheffield, UK** - *Barista (2021)*

**Cawa Coffee, Sheffield, UK** - *Barista (2020 – 2021)*

**Co-op Food, Sheffield, UK** - *Customer Team Member (2019 – 2020)*

**200 Degrees Coffee Roasters, Sheffield, UK** - *Barista (2017 – 2018)*

**Costa Coffee, Sheffield, UK** - *Barista (2015-2017)*

Won company award for best customer service of the year in 2017.

## TEACHING EXPERIENCE

**Rainbow Club Kindergarten School, Hanoi, Vietnam** - *English Foreign Language Teacher (2018)*

Running classes of up to twelve pupils; creating engaging educational material; working closely with a language assistant to ensure the smooth running of classes; coordinating oral and written assessments to provide feedback to parents on their child's performance.

**British Council ELA Scheme, Madrid, Spain** - *English Language Teaching Assistant (2013-2014)*

Working closely with teachers; creating original classroom activities; independently running classes of up to twenty students; creating classes for the school's gifted and talented program; supervising pupils on school trips; liaising with senior stakeholders in the English Department.

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## PROFESSIONAL CERTIFICATIONS

**Google Garage** —  
*Fundamentals of*  
*Digital Marketing*

**SEM Rush**  
**Academy** —  
*Keyword Research*

## AWARDS

**Costa Coffee** - Best  
Customer Service of  
the Year (2017)

## SKILLS

Communication  
Customer Service  
Education  
Teambuilding

## HOBBIES

Rock Climbing  
Football  
Poetry  
Chess  
Cryptic Crosswords