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**Sean Gilchrist**



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**Summary**



Marketing undergraduate with exceptional written and oral communication skills, excellent at juggling multiple tasks and working under pressure. Very much a team player who is motivated and determined in every aspect. Broad experience with face to face customer service, promotions and market research.

**Skills**



|  |  |  |  |
| --- | --- | --- | --- |
| Communication |  | Computer Proficient |  |
|  |  |
| Attention to detail |  | Customer Service |  |
| Self-motivated |  | Literacy Skills |  |
| Extremely Adaptable |  | Flexibility |  |



**Education**



**BA (Hons) Marketing** *(Due to complete 2017)*

**University of the West of England** - Bristol, City of Bristol, United Kingdom

Completed Modules to present: *Understanding the Market Process, Understanding Business and Financial information, Understanding Organisations and people, Engaging in critical business Enquiry, Meeting the Management challenge and Understanding business and the Economic Environment*

**A-Levels** : 2010-2012

**Caerleon Comprehensive School Sixth Form**- Newport, Gwent, United Kingdom

•Information and Communications Technology (ICT) - B

•Business Studies -C

•Psychology- C

**GCSE** : 2005-2010

**Caerleon Comprehensive School** - Newport, Gwent, United Kingdom

10 GCSE’s (Two A’s, Six B’s and two C’s) including Maths and A’s in English

**Employment History and Relevant Experience**



**Telephone Market Research Interviewer**

*November 2014* to *June 2015*

**Network Research** - Bristol

* Responsible for conducting Market Research surveys for clients of Network Research including Lloyds Banking Group and Nationwide.
* Gained a unique insight of how Market Research is conducted and the rules and regulations surrounding the quality of the research.
* Consistently achieved bonus by hitting targets set out by management for conducting a pre-assigned number of surveys per hour. Showing that I am able and confident to focus on achieving my goals and targets, often for the greater good of the company.

**General Assistant**

*June 2011* to *January 2014*

**Bowlplex** - Cwmbran, Gwent

* Responsible for smooth running of various departments, including reception, bar and grill.
* Often volunteered for marketing duties such as travelling to local schools and colleges to promote the company at employment and career fairs etc.
* On several occasions, was invited to give ideas to the managers about pricing, marketing campaigns and product feedback. This feedback would often be acted upon and my ideas implemented into the corporation, for example I suggested a name for one of the Christmas packages that then was used on every Bowlplex site in the country.
* Worked in a high pressure environment at peak times where, in order to deliver optimum customer service, had to adapt to the pressures and perform to the standard expected of me.
* Regularly received positive feedback on many occasions from both customers and management about the quality of the customer service I provided.
* Constant communication and responsive team working with front of house and lane technicians in the frequent event of faults were crucial for the safe and smooth operation of the centre.

**Additional Skills and Achievements**



**Level 2 food and safety hygiene**

* Obtained whilst working at Bowlplex. Was tested on food and safety questions and achieved the certificated with 100% test result.

**6th form Prefect**

* Duties included maintaining order from the younger students and ensuring no trouble was caused during break/lunch time.

**Roller Coaster Design Competition**

* In secondary school, a day was dedicated to the whole of our year group being set into groups and tasked with designing a Rollercoaster and branding it and marketing it. Appointed leader of my group I lead my team to victory with the best idea and branding in the year group.

**Computer Proficient**

* Comfortable with almost any computer package and if I’ve never used it before, I will be very quick to learn. Extremely well-versed in Microsoft Office as a as a result of

A Level ICT.

**Grade 5 Guildhall Drum Kit**

**Grade 4 Guildhall Timpani**

**References**



Jenny Lloyd Jonathan Pinney

Associate Head of Marketing General Manager

University of the West of England Bowlplex Cwmbran

Frenchay Campus, Coldharbour Lane Leisure at Cwmbran

Bristol

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