

Siân Louise Hazelton

A proactive and communicative professional, with 8 years of customer service experience, dedicated to delivering high-quality results. My knack for problem-solving and strong communication skills allow me to effectively overcome challenges and achieve goals, whether working independently or as part of a dynamic team.

EMPLOYMENT

HDEW Cameras, *Sales and Social Media Executive*

OCT 2024 – Present

- Creating and editing product pages
- Responding to email and telephone sales inquiries
- Capturing and editing images of products for the website
- Creating posts, written content, video content and ads for HDEW social media pages
- Responding to comments and interacting on social media with customers

Surbiton Racket and Fitness Club, *Club Assistant*

MAY 2019 - OCT 2020, MAY 2024 – OCT 2024

- Adapted to the daily operations of the club, handling bar and reception duties while maintaining a friendly atmosphere
- Assisted with enquiries regarding club membership and services
- Advised on customer issues and offering a prompt solution
- Anticipated and met customer needs

Japan Exchange and Teaching JET Program, *Assistant Language Teacher*

APRIL 2022 - JULY 2023

- Planned, prepared and delivered 21 in-class English lessons each week
- Ran an English Post Box to encourage regular English discussions
- Actively participated in various school events
- Communicated clearly and patiently with Japanese students

Not My Beautiful House, *Sales Assistant*

MAY 2021 - NOV 2021

- Managed sales and customer service on the shop floor
- Organised incoming products, including system entry, pricing, and display
- Coordinated workshops, parties, and external events like vendor markets
- Created a social media presence

Union of Kingston Students, *Self-Isolation Caller*

OCT 2020 - JULY 2021

- Proactive outreach to isolating students to assess and address needs
- Facilitated timely resolutions by directing to appropriate resources

Address

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LinkedIn

<https://www.linkedin.com/in/sian-louise-hazelton>

Portfolio Website

<https://sianshouldshutup.github.io/>

ADDITIONAL TRAINING

General Data Protection Regulation (GDPR)

First Aid

Mental Health First Aid

Customer Service

SKILLS

Communication

Event Management

Social Media

content creation

and marketing

English Language and Grammar in a teaching capacity

Complaint Resolution

Creative Problem Solving

Multicultural Awareness

Experience using Microsoft Word and PowerPoint

LANGUAGES

English, native

Japanese, elementary

Union of Kingston Students, Helpdesk Assistant

SEPT 2018 - MAY 2021

- Managed inbound communications via phone and email, efficiently directing inquiries to the appropriate Union personnel
- Handled student societies' finances and Union merchandise
- Created and moderated the Union Discord

KFC, Front of House Staff

JULY 2017 - SEPT 2018

- Provided efficient customer service in a fast-paced environment
- Operated the till, prepared and packed food, managed stock and maintained cleanliness

EDUCATION

Just IT Training Ltd: Digital Skills Bootcamp: Software Development

APRIL 2024 - JUNE 2024

Kingston University, MA: English Literature (Merit)

SEPT 2019 - OCT 2021

Kingston University, BA (Hons): English Literature and Creative Writing (1st)

SEPT 2016 - SEPT 2019

Sussex Coast College

SEPT 2013 - JULY 2015

A Levels in English Literature, English Language, and Psychology

AS Level in Media Studies

ACCOMPLISHMENTS

President for Kingston University's Video Games, Anime, Sci-Fi/Fantasy and Tabletop Society (1 year)

Head of Kingston University's Video Games, Anime, Sci-Fi/Fantasy and Tabletop Society (4 years)

Arts and Activities Society Working Group (SWG) Representative (2 years)

INTERESTS

Reading

Video games

Cosplay

Crafts