

Curriculum Vitae

AMY AKINO

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Employment History

Imperial War Museums- Retail and Admissions Systems Manager (6 month secondment)

November 2017-current

I manage the Retail EPOS system, Cybertill and the Admissions Ticketing System, TOR, for all five branches and online for IWM.

I am responsible for ticket setup in all platforms for general tickets, special events, air shows and membership.

I own the department reports ensuring that commercial reporting tools are accurate and up to date and share results across the museum. I am owner for a variety of departmental procedures.

Churchill War Rooms- Retail and Admissions Manager

March 2016- November 2017

I managed, motivated and developed a team of 25 staff members, including a deputy manager and 3 supervisors as well as fee paid staff. I set targets, recruited and trained at all levels within my team. I wrote reports analysing our income using Excel, visual merchandised, answered any customer queries from email, phone, letters or face to face regarding the shop and admissions and the museum in general. I wrote training guides for the team to further their understanding of their role and ensured that all relevant training and procedures were read. I was responsible for the financial transactions processed at the branch. I managed both CWR and HMSB for 3 months until my replacement at HMS Belfast was recruited and inducted.

HMS Belfast- Retail and Admissions Deputy Manager/Manager

October 2015- May 2016

I managed and motivated a team comprising of 2 supervisors and 5 permanent assistants as well as fee paid staff.

I set targets on a team and individual level and followed up with regular one to ones and took action accordingly for both positive and negative behaviours.

I have performed the whole recruitment process with a new supervisor and a new weekend assistant- from interviewing to inductions.

I cashed up, took responsibility for discrepancies, completed the branch security checks for HMSB and monitored the team in the operational practices ensuring that they had a high standard of financial awareness and practice.

Imperial War Museum, London- Retail and Admissions Supervisor

September 2014- October 2015

I supervised and motivated a team of 25 people to run the 4 shops and information desk at IWML.

Imperial War Museum, London- Retail and Admissions Assistant

July 2013- August 2014

In this role I was a front of house member of staff, informing visitors on what to see on their visit, selling group and individual tickets to exhibitions through TOR and working in the gift and exhibition shops.

From January to April 2014 I was part of a project within the Collections Cataloguing and Management Systems department. My key responsibility was to data clean images from the Visual Documents section of the museum database (Adlib). I also assessed images for commercial potential, keyworded and captioned selected images to be uploaded onto the new image sales website. This was to make for easier and more detailed searches throughout the museum collection.

Volunteering

IWM Collections Management Department, Summer 2015

I was a volunteer data assistant, assisting with visualising inventory standards data.

Sharpe's Pottery Museum, Derbyshire, September 2012- July 2013

I was a research assistant and created a Heritage Trail app using augmented reality. I also organised and scripted oral history interviews.

St John's Ambulance

I attended training sessions for first aid to help in the local community.

Education History

Birkbeck, University of London, 2013-2015

MA in Museum Cultures, **Merit**

Northumbria University, Newcastle, 2009- 2012

BA (Hons) in History, **2:1**

Queen Elizabeth Grammar School, Derbyshire, 2007- 2009

Queen Elizabeth High School, Northumberland, 2004- 2007

Other Training

Adlib Training, (IWM London)

Excel Training- Analysing data (Advanced), Presenting Information (IWM London)

Copyright Training, (IWM London)

Audio Descriptive Training (IWM London)