

# MELVIN OSEI

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A versatile, dynamic, and approachable individual, with a passion for science, technology, design, gaming, and animation. I keep a positive and professional demeanour and am always eager to invent and innovate. I am committed to continuous learning, personal development, and acquiring new skills to excel both personally and professionally.

## Skills & Achievements

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- Excellent verbal and written communication skills.
- Exceptional customer service and interpersonal skills.
- Strong commercial awareness with a focus on understanding customer needs.
- Great team player capable of also working autonomously.
- Good planning, organisational, and multi-tasking skills.
- Highly proactive, resourceful, and able to use initiative.
- Sound mathematical and analytical skills.
- Adaptable with the ability to learn new systems and ways of working quickly.
- Outstanding working knowledge of office suite software such as *Microsoft Office (Word, PowerPoint)* and *Google Workspace (Drive, Docs)* for presentations and word processing.
- Amazing working knowledge of *Microsoft Excel* and *Google Sheets* for spreadsheets
- Proficient user of *Adobe Creative Cloud (Photoshop, Illustrator, InDesign, Xd)* and *Figma* for design.
- Familiar with *Python, SQL, JavaScript, CSS, and HTML5* for coding.
- Beginner knowledge of *Blender* and *Autodesk Fusion 360*.
- Further creative design skills including sketching, composition, and typography.
- Demonstrated my creative and technical skills through a portfolio.

## Work History

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### Volunteer Meetup Organiser

NX LDN Nintendo Switch London Meetup | London

(June 2019 – PRESENT)

- Organised in-person and online gaming tournaments, including *NX LDN Qualifiers for NPUK's Squid League*.
- Created graphics for event marketing using *Adobe Illustrator, Photoshop, Microsoft PowerPoint, and Figma*.
- Managed multiple social media platforms, including *Twitter* and *Discord*.
- Collaborated and oversaw a team of admins, using *Miro* for brainstorming.
- Featured in an article on [Nintendo Players UK's website](#) during National Volunteers Week 2020.

### Retail Sales Assistant

The Crystal Maze LIVE Experience | London

(April 2022 – May 2023)

- Welcomed and greeted guests, being the face of The Crystal Maze.
- Ensured high levels of customer satisfaction through excellent service, a positive attitude, and dealing with guest queries efficiently.
- Dynamically balanced checking guests in, selling the experience to visitors, and working the shop/box office/reception.

### Administrative Assistant

Larry Achiampong Studio | Essex

(October 2021 – May 2022)

- Managed and scheduled events in the diary via *Google Calendar*.
- Responded to queries and requests via *Gmail*, communicating with galleries, curators, and organisations such as *TfL, Copperfield, and Turner Contemporary*.
- Conducted research to assist the artist's ongoing projects.
- Crafted custom font type set using *Adobe Illustrator* and *Font Forge*.
- Facilitated smooth communication between the artist and galleries/curators/organisations.

### Sales Assistant

Happy Socks | London

(March 2019 – March 2020)

- Processed sales and exchanges on the till via *Vend*, a cloud-based point-of-sale and retail management software.
- Helped with in-store visual merchandising for global and local marketing campaigns such as for *The Beatles* collaboration.
- Worked towards exceeding ATV, capture convention, and daily sales targets often by more than double.
- Provided first-class customer service by greeting and approaching customers, answering queries, and getting products into hands.
- Performed key holder duties including opening & closing the store and maintaining the store.

### Optical Assistant

Forest Gate Opticians | London

(November 2018 – March 2019)

- Modernised the logging system by creating an automated *Microsoft Excel* spreadsheet with LOOKUP formulas, streamlining the work process.
- Provided face-to-face and phone communication with customers, handling inquiries, appointments, and collections.
- Used *OptiNet* to record and maintain an accurate record of customer data for scheduling outgoing letters.

### Architecture Intern Work Experience

49 Engineer's Regiment Burma Camp | Accra

(July 2017 – September 2017)

- Created a visually appealing *PowerPoint* presentation on key London attractions and tourism.
- Gained valuable insight from experienced architecture, engineering, and design professionals.
- Explored different cultures and languages outside my home country.

### Trainee Architect Work Experience

Allies and Morrison | London

(June 2015 – July 2015)

- Developed strong interpersonal skills through collaborating with a team.
- Assisted a team on the Hampstead School of Art and Kidderpore Avenue projects.
- Produced textures using *Photoshop* and delivered an informative *PowerPoint* presentation.

## Education & Training

### Level 3 Certificate in *Software Development*

Just IT

(May 2023 – August 2023)

### Level 2 Certificate in *App Design*

Big Creative Education

(July 2022)

### Certificate of Higher Education (CertHE) in *Engineering Product Design*

London South Bank University

(September 2019 – July 2021)

### A-Levels in *Mathematics (A)*, *Art Graphics (C)*, *AS Physics (C)*

All Saints Catholic School and Technology College

(September 2009 – August 2016)

## References

Available on request.