

Contact



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Haverhill, UK

References

Giuseppe Pomarici

Multisite General Manager (SSP) Upper Crust & West Cornwall Pasty 07392 984 655

Barbara Caldwell

Practice Manager (Red House Surgery) www.RedHouseSurgery.nhs.uk Barbara.Caldwell@nhs.net

Caezar Al-Jassar

Director (Alley Cat Games) www.AlleyCatGames.com contact@AlleyCatGames.com

Denise Lohkemper

Localisation Manager (Jagex) www.Jagex.com Denise.Lohkemper@Jagex.com

Hobbies







Games

Travel

Cycling

Javier Fernández

Hospitality and Customer Service Specialist

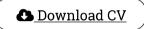
About Me

My passion for languages led me to start my career in the world of audiovisual translations in 2006, soon after getting my university degree. In the following years I held different positions within the game localisation industry, which helped me gain a vast experience in its different environments.

This continued until 2022, when I decided to venture into a different area which had piqued my interest: customer service and hospitality. I had a couple seasonal jobs in the retail industry and then I worked for the NHS until I moved out of Cambridge.

Now settled in Haverhill, I am looking for new local opportunities based on my experience and expertise.

https://www.linkedin.com/in/javiergustavofernandez



Selected Work Experience

Receptionist & Administration Clerk

Red House Surgery (NHS)

- Welcoming patients at the front desk and checking them in
- Answering telephone calls
- Sorting and actioning daily post and correspondence
- Booking and cancelling appointments
- Managing POS
- Scanning and filing medical records
- Providing information and help to doctors, nurses, patients and colleagues
- Taking messages and making telephone calls to arrange hospital appointments or obtain test results

Shop Assistant & Barista

Upper Crust (bakery and café)

- Managing till and POS
- Providing customer service
- Stocking shelves and fridges
- Preparing food

Shop Assistant (seasonal)

Tesco (supermarket)

- Managing till and POS
- Providing customer service
- Stocking shelves and fridges

Shop Assistant & Boardgame Barista

The Box Room (boardgame café)

- Managing till and POS
- Providing customer service
- Stocking shelves and fridges
- Preparing food
- Serving tables
- Managing bookings
- Providing game recommendations and advice
- Teaching game rules and performing game demos

Part-Time Collaborator

Alley Cat Games (boardgame publisher)

Event Staff Duties at Conventions and Expos

- Stewarding
- Setting up and dismantling booths and display cabinets
- Managing crowds and tables

Jun 2023 → **Jun 2024**

Jan 2023 → May 2023

Nov 2022 → **Dec 2022**

Jun 2022 → Aug 2022

 $\textbf{Sep 2018} \rightarrow \textbf{present}$

	ecommendations and advi ıles and performing game		
Shop assistant La Delicia (deli and pasta shop)			Mar 2001 → Dec 2009
 Managing till and Providing custom Stocking shelves Preparing food 	l POS er service		
🏖 Expertise a	nd Skills		
Retail and Hospitali	ity		
Sales and POS management		Restocking and display	
Customer service		Attention to detail	
Booking management		Teamwork	
Event Management			
Booth setup and teardown		Booking and table management	
Sales and POS management		Customer service	