

# EMILY LARKIN

I have perfected my customer service and communication skills, making sure that guests have the best experience and that the venues hit the set sales targets. While in Supervisor roles, I managed large teams effectively, as well as performing stock control, requiring precise data entry and good product knowledge. Moving into an office environment, I've been able to use my creative problem solving and learn how to make decisions quickly. Now looking for a part time role while studying Web Development.

## EXPERIENCE

### **Interpreting Team | Word360 | March 2022 – present**

Dealt with Client and Interpreter queries in a timely manner over email and a large volume of calls. Managed Interpreter bookings by sourcing linguists and working to KPIs. Worked on IT tickets, using our database to help users with locked accounts and to investigate system malfunctions. First Aider and responsible for carrying out fire alarm tests.

### **Bartender/Barista | The Grand Hotel Birmingham | June 2021- March 2022**

As bartender and barista, my responsibility was to deliver excellent drinks with friendly customer service. Also working some shifts as a host, I was the welcoming face of the hotel, with good telephone manner and computer literacy when making bookings.

### **Barista/FOH | 200 Degrees Coffee February 2020 - May 2021**

Working in a busy coffee shop, focused on delivering the best quality drinks and friendly service, my barista ability and knowledge of coffee has greatly improved. Also trained in the kitchen to bake pastries and make sandwiches.

### **Head Bartender | New World Trading Company | May 2019 - January 2020**

As Head Bartender of a fast-paced cocktail bar, my responsibilities evolved to include stock taking and ordering as well as product layouts and due diligence. Overseeing staff training, through product knowledge tests and pour tests, to ensure a minimum 95% pass rate was maintained by the whole team.

### **Supervisor | Dirty Martini | March 2017- April 2019**

During my time as a supervisor of a high-volume cocktail bar, my responsibilities were carried out efficiently. This included bar due diligence, staff training and stock control.

## SKILLS & ACHIEVEMENTS

- + Customer service
- + Leadership
- + Communication
- + Data entry
- + First Aid trained

+ Shakes and the City 2020 - part of the winning team for Birmingham

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## EDUCATION

### **Coding Bootcamp | University of Birmingham | Present**

Awarded the Women in Tech Scholarship. Currently enrolled part-time in a full stack Web Developer course to get into a career in tech.

### **BA Fine Art | Central Saint Martins (UAL) | July 2018**

Achieved a 2:1 as well as being selected for the Clyde & Co Art Award at the Degree Show.

References available upon request.