

# Kaisa Mill

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## EDUCATION

**University of Sheffield** 2017 - 2019

### **MSc Environmental Change and International Development**

Degree classification: Master of Science with Distinction

- Gained an extensive understanding of development theory, research and practice; and undertook modules in data analysis, project organisation and management.
- Carried out fieldwork in Tanzania investigating land degradation and land management systems. The results were presented in front of a local environmental NGO and directly fed into their work within the area.

**University of Sheffield** 2012 - 2015

### **BSc Zoology**

Degree classification: Bachelor of Science with Upper Second Class Honours

**Tartu Hugo Treffner Gymnasium, Estonia** 2009 - 2012

Estonian national examinations: Chemistry 90%, Biology 88%, Mathematics 83%, English 95%, Estonian 85%

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## EMPLOYMENT

**Business Support Officer (temp)** February 2020 - present

*Opportunity Sheffield, Sheffield City Council (employed by Reed Recruitment Agency)*

- Ensuring that our service providers are complying with the project's requirements, and giving advice and support on compliance related matters.
- Collating and interpreting large amounts of data in Microsoft Excel in order to track the project's progress and improve our service delivery.
- Creating performance monitoring reports.
- Responding to ad-hoc data requests from my team to offer a better insight into our service delivery.

**Food and Beverage Assistant** 2017 - 2020

*Crowne Plaza Royal Victoria, Sheffield*

- Provided exceptional customer service to maintain the high standards of service at the hotel's bar and restaurant.
- Effectively managed customer requests and complaints, and helped them with any questions regarding their stay in Sheffield.

- Supervised and trained new members of staff and coordinated our work with other departments.

#### **Casual Bar Staff**

2014 - 2017

*Students' Union Bar, Sheffield*

- Worked in multiple departments of the Students' Union bar and nightclub. Served food and drinks, attended the cloakroom, and was part of the nightclub's Hygiene & Safety team.

## **VOLUNTEER EXPERIENCE**

#### **Administration Assistant**

March 2019 – October 2019

*Development Education Centre South Yorkshire, Sheffield*

- Provided administrative support to a small charity that offers teacher training courses in complex global issues.
- Updated and managed the charity's electronic databases; managed and analysed project-related data in Microsoft Excel and Google Sheets; updated their websites and proofread publications.

#### **Night Shelter Volunteer**

January 2018 – May 2018

*ASSIST, Sheffield*

- Provided a welcoming atmosphere to our clients at the night shelter that offers accommodation to asylum seekers, and stayed overnight to ensure the smooth running of the shelter.
- Learned how to communicate professionally on sensitive matters and offered support to our clients from a variety of backgrounds.

#### **Fundraising Intern**

June 2017 – August 2017

*Support Dogs, Sheffield*

- Gained hands-on knowledge on how to assist a small charity in raising funds from a variety of sources to help them provide assistance dogs to people with autism, epilepsy or physical disabilities.
- Offered efficient administrative support to the fundraising team. Aided in the research, preparation and sending of trust letters; searched for potential corporate fundraising partners; prepared welcome packs and thank you letters; updated client and donor databases; and carried out research on better social media strategies.
- Provided support at community fundraising events and held a collection at a supermarket. Learned how to communicate effectively with donors and members of the general public interested in our work.