

# KIRSTY WILKINSON

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## PROFESSIONAL SUMMARY

Highly motivated individual with an avid interest in software development and the aviation industry, constantly looking for opportunities to improve my skills and education and seeking a role that will challenge me. An energetic and creative self-starter, able to juggle multiple tasks and navigate high-stress situations, whilst offering expertise in customer service, organization, and communication.

## WORK HISTORY

June 2021 - Present

### Support Analyst

Alcium Software – Chapeltown,  
South Yorkshire

- Software Testing
- Front End Development
- CRM Management
- Project Planning
- Data Imports

Jan 2021 – May 2021

### Covid-19 Response Call Handler

Ant Marketing - Sheffield, South  
Yorkshire

- Handled high call volumes, working accurately and efficiently for optimum productivity.
- Logged details of calls to assist data collection and escalated concerns to a team manager.
- Maintained accurate knowledge of the assignment to provide informative service and updates to patients.

Apr 2017 - Jul 2018

### Cocktail Bartender

Bar 33 - Durham, County Durham

- Maintained full knowledge of bar and menu items and made recommendations.
- Performed closing duties including cleaning, sanitizing and replenishing.
- Delivered food and beverage orders within established time frames.
- Maintained familiarity with latest trends in mixology, bar equipment and sanitation standards.

Feb 2016 - Apr 2017

### Bar Supervisor

Klute Nightclub - Durham, County  
Durham

- Managed team of 20 employees, overseeing hiring, training, and professional growth of employees.
- Set effective schedules that maintained coverage at peak times and minimized labor costs.
- Balanced tills, accurately handled cash, processed credit card payment batches and prepared bank deposits.
- Followed safe serving safety requirements and kept list of available ride services for inebriated customers.

Aug 2015 - Oct 2015

**Au Pair**

AuPair World - Parma, Italy

- Instructed children in crafts and other activities to promote gross and fine motor skills, including creating paintings, drawings, paper crafts and decorations.
- Kept areas clean, organized and stocked, and sanitized surfaces and toys each day.
- Assisted with housework such as laundry and cooking.
- Developed bilingual abilities in children through immersive conversation and activities.

Jan 2014 - Apr 2014

**Volunteer Peer Educator**

Restless Development -

Empandeni, Zimbabwe

- Hit a fundraising target of £800 prior to departure.
- Educated youths on sexual & reproductive health & rights, livelihoods and employment, and life skills via daily planned lessons.
- Organized and ran awareness campaigns on HIV & AIDS.
- Set up income-generating projects for orphans and vulnerable children such as tuck-shops, chicken farming, and agriculture.
- Created weekly monitoring and evaluation reports and monthly case studies.

## SKILLS

- |   |   |
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| <ul style="list-style-type: none"><li>• Attention to Detail</li><li>• Positive Disposition</li><li>• Superior Communication Skills</li><li>• Python (Beginner)</li><li>• HTML, CSS, Bootstrap</li></ul> | <ul style="list-style-type: none"><li>• Outstanding Customer Service</li><li>• Conflict Management</li><li>• Organizational Skills</li><li>• Microsoft Excel Advance Certificate</li><li>• German Level A1, Advancing to A2</li></ul> |
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(github.com/klw2704/foodies)

## EDUCATION & TRAINING

April 2021

**Course:** Introduction to Python Programming with Bank of America

CodeFirst: Girls | Remote

January 2021

**Level 1 Diploma:** Intro to Digital Technologies

Back 2 Work | Rotherham

October 2020

**Diploma of Higher Education:** Physical Geography

Durham University | Durham

December 2017

**Course:** HTML/CSS

CodeFirst: Girls | Durham

July 2011

**GCSE**

Mexborough Specialist Science College | Mexborough

10 GCSE Qualifications - Grade A\* to B

**HOBBIES & INTERESTS**

Computing, Coding & Designing Websites,  
Roller-skating & Road Cycling,  
Crocheting, Cross-stitching & Macramé,  
Plane Spotting & the Aviation Industry,  
Taking Online Courses (Python, Excel, Big Data),  
Studying Languages (German, French, Spanish, Japanese).