

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 (HTML, CSS, Java)
- CRM Management
- Development Project Planning
- Data Imports (SQL)

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">• Attention to Detail• Positive Disposition• Superior Communication Skills• Python (Beginner)• HTML, CSS, Bootstrap
(kirstywilkinson.com – ongoing project) | <ul style="list-style-type: none">• Outstanding Customer Service• Conflict Management• Organizational Skills• Microsoft Excel Advance Certificate• German Level A1, Advancing to A2 |
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EDUCATION & TRAINING

October 2026

BSc Honors: Combined STEM (Software & Mechanical Engineering) | Open University

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

BSc: 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).