

Profile

I am an adaptable, multilingual support professional with extensive experience in Customer Service. I am a quick study, an organised and efficient worker, and a confident communicator, currently looking for opportunities to put my skills to use, continue developing professionally and contribute to social good.

Core Skills

+ Python

+ HTML

+ CSS

+ Communication

+ Teamwork

+ Languages

Previous Experience

Code Nation – Develop: Coding

(October – November 2020)

This three-week course covered the basics of Python, HTML, and CSS. It was assessed by two formal projects, the first of which was working in teams to plan and create an ambitious text-based game. The second was an individual project, constructing a personal website.

TES Global

(December 2019 – January 2020)

Customer Service Administrator – In addition to being the first point of contact for customers and clients, this team's expertise involves extensive administrative work for both TES and THE magazines and their websites, and ranges to extensive customer support by phone, webchat, and email for each publication. This includes in-depth tasks such as resolving copyright reports, refund requests, and technical queries for tes.com teaching resources and CPD courses.

Data Entry Assistant – This role consisted of entering and updating job vacancy information from both online and print media into TES' database, the largest source of information on teaching roles in Britain and extends back to the mid 1900s.

IKEA – Sales Co-Worker

(September 2017 – March 2018)

This customer-facing role involved maintaining the shop floor, monitoring and adjusting stock levels for deliveries. It also necessitated co-ordination across departments, working as part of a close-knit team, and resolving customer queries in a busy, fast-paced work environment.

University of Sheffield

(December 2014 – August 2017)

Student Ambassador – This position spanned a variety of areas and environments. It involved individually giving guided tours of the university campus to visitors, school groups, and potential students, as well as assisting with the successful delivery of university open days as part of a large and diverse team.

Clearing Helpline Assistant – In this position I took incoming calls over the busy clearing period, processed applications, confirmed successful applicants, and advised prospective and incoming students on their next steps and about the University more generally.

<Social Media Assistant – Brief summary of the role >
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Ant Marketing – Telesales Executive (March – August 2014)

Student Ambassador - This position spanned a variety of areas and environments. It involved individually giving guided tours of the university campus to visitors, school groups, and potential students, as well as assisting with the successful delivery of university open days as part of a large and diverse team.

Education

University of Manchester – MA Social Anthropology (2017 – 2018)
Ethnography; Medical Anthropology; Childhood and Learning; Magic, Science and Expertise;

University of Sheffield – BA Modern Languages (2012 – 2017)
French Language; Spanish Language; Portuguese Language; Beginner’s Italian; Beginner’s German;
Study Abroad - Universidad de Málaga, Université d’Aix-Marseille

Brooke Weston Academy (2005 – 2012)
A-level – Spanish (Grade: A), French (Grade: B), English language (Grade: B) and Chemistry (Grade: C)
GCSE – 8 Subjects A*-B (Including Maths, English and Science), OCR National Diploma in IT

Additional Skills

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Hobbies & Interests

In my spare time I enjoy bouldering, rock-climbing and hiking. In regular circumstances, I try my best to attend academic talks and conferences, theatre productions, art shows and musical performances. I am an avid reader of fiction and non-fiction on topics ranging from science-fiction to philosophy and beyond. I am running regular online Dungeons and Dragons sessions to help ease the pressures of lockdown.

References

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