

Liam Lawrence

I am adept at forming relationships, working within a team and conflict resolution; interpersonal skills developed by years working in management in the hospitality industry. I have proven myself confident and calm under pressure, managed teams and dealt with budgets and targets all while consistently displaying an outgoing and approachable personality. I am now looking for a chance to demonstrate these skills in a new and challenging environment.

EXPERIENCE

Hargreaves Lansdown, Bristol – *Investment Helpdesk Consultant*

DECEMBER 2018 – PRESENT

This role involves being the first point of contact for over 1 million clients. I have developed an in-depth knowledge of the financial market and continuously strive to provide the reliable and knowledgeable service our clients have come to expect.

Yurt Lush, Bristol — *Assistant Manager*

AUGUST 2017 – NOVEMBER 2018

This role involved supporting the General Manager with day-to-day running of the site as well as staff management, rotas, stock-take and all necessary admin. I was also tasked with training of all new staff, event management and organisation of venue hire and the management of our social media accounts. We were also expected to consistently hit profit margin and sales targets.

No.1 Harbourside, Bristol — *Assistant Manager*

SEPTEMBER 2014 - JUNE 2017

As a busy restaurant, bar, cafe and live music venue, it was my job to make sure all these features ran concurrently and efficiently. Administrative duties here included rota, shift and holiday management for staff, stock-takes and liaising with other businesses along the harbourside.

Revolution, Bristol — *Supervisor*

OCTOBER 2013 - JULY 2014

Tasked with set-up and close-down, conducting masterclasses with up to 20 participants and ensuring the busy bar was running smoothly when a manager was not present.

EDUCATION

University of the West of England, Bristol — *BA (Hons) Journalism*

SEPTEMBER 2013 - JULY 2016

BJTC Accreditation. Upper Second-Class Honours

City College Brighton & Hove, Brighton — *Multimedia Journalism (Fast Track) NCTJ Diploma*

FEBRUARY 2013 - JUNE 2013

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SKILLS

Team Leadership
Organisation
Problem Solving / Critical Thinking
Extensive customer service
Broad administrative duties
Conflict resolution
Time Management
Research

OTHER

- Future Learn Digital Skills:
Digital Marketing
Certificate of Achievement
- Green Graduate
Internship Scheme
- TEFL 120 Hours
Qualification
- A Levels - 3
- GCSEs – 8 Grades A-C