

Phoebe Moxsom-Turnbull

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A proactive problem-solver, analytical with an eye for detail. Motivated, hardworking and personable with excellent communication and presentation skills. Currently doing an MA in Intercultural Communications.

Key Skills

Project management and organisation

- Organised and ran a successful annual conference for more than 250 people - managing the venue, bookings, agenda and speakers, sponsorship and invoicing.
- Organised winter celebration events for members and staff at Institute of Legacy Management (ILM) and for family and friends.
- Created and ran an office book club - facilitated discussion and moderated debate.

Interpersonal and communication skills

- Confident communicating across cultural barriers - lived and worked abroad, studied languages.
- Able to present ideas and information clearly to a variety of audiences - presented to the board of directors at ILM.
- Was responsible for all communications to members while at ILM.
- Able to interpret/translate sensitively in complicated and emotional consultations at Latin American House, a local charity.

Customer service

- Was solely responsible for managing membership at ILM.
- Took a leading role in running a busy restaurant floor with friendly and efficient service.
- Was first point of contact at a busy multilingual reception managing visits and calls in English, Spanish and Portuguese.

People management/Leadership

- Managed short-term contract workers - provided training, delegated tasks and monitored progress while increasing motivation through encouragement and feedback.
- Taught English as a foreign language to groups of adults, teenagers and children in England, Spain and Portugal, in corporate and school settings.
- Trained and supervised a team of staff while working in the restaurant at The Black Lion gastropub.

Strong sense of aesthetics

- created, updated, and modernised the ILM newsletter, emails and web pages, and other documentation
- Contributed ideas to interior design kitchen extension project

Employment history

Mar 2015 - Oct 2016	Administrator at the Institute of Legacy Management
Oct 2014 - Mar 2015	Temp work for Tay Associates
Aug 2013 - Jul 2014	Waiter at Black Lion gastropub
Jul - Aug 2014 and Jun - Jul 2013	English Teacher, London, Madrid, Porto
Sept - Dec 2008	Customer Services Representative at London Overground

Volunteering

Aug 2013 - Jul 2014	Reception, translator, administrator at Latin American House
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Education

Sept 2009 - May 2013 University of Manchester	1st Class B.A. (Hons) Spanish, Portuguese and Latin American Studies (including a year abroad teaching English in Spain and Portugal)
July 2011 Tefl Lab	Trinity Cert. Tesol
Feb 2009 - May 2009 Don Quijote Language School, Madrid.	DELE Intermedio exam passed May 2009
2005-2007 Camden School for Girls	A-levels, AAB English Literature, Drama and Theatre Studies, Biology. A in AS-level Classical Civilisations
2001-2005 St Marylebone School	GCSEs (A*, 8 As and 2 Bs)

Interests

Travel, books, singing, live music, languages, linguistics.

References available on request.