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[REDACTED] Madrid

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## ABOUT ME

I am an enthusiastic and creative person with extensive experience working in high pressure environments where meeting deadlines is key. I am adept at communicating with stakeholders across all levels of complex organisations. Having worked in teaching for four years, I am now keen to gain experience in the field of sales and feel that the skills and experience gained from recent roles will equip me to excel.

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## EDUCATION AND CERTIFICATES

### Kingston University

BA (Hons) Illustration Animation

2013 - 2016

### Digital Skills : User Experience

Accenture

2020

### Consumer Behaviour and Psychology

Coventry University - Online

2020

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## EXPERIENCE

### Manager

Enjoy Expressing English

September 2021 - Present

- Direct line management of two team members
- Responsible for overall development of team members and ensuring their targets were met
- Commended by senior staff for creating exceptional lesson plans
- Improved behaviour of the class by implementing classroom management techniques
- Prepared students to take Cambridge Certificate English exams achieving a high pass rate
- Improved the appearance of the school by designing and creating artwork and props
- Distributed flyers and spoke with potential new customers at diverse locations across Madrid, selling the benefits of the summer school and winning 5 new customers

### English Teacher

IES Vega del Jarama

Colegio Bienaventurada Virgen María / Colegio San José Moreno Nieto

October 2019 - June 2021

September 2018 - June 2019

- Created lesson plans to engage high school learners, including classes about English grammar, literature and culture from English speaking countries
- Taught English and other subjects in the bilingual program including Physics and Chemistry, P.E and Music
- Designed Cambridge Certificate exam preparation classes
- Led or co-taught classes with other teachers in the school

## Team Member

MeatLiquor

July 2017 - April 2018

- Interacted and communicated with customers
  - Kept customer relationships strong by solving any problems and ensuring they want to return
  - Upsold our products increasing spend per customer
  - Memorised our extensive and changing menu
  - Was named personally for providing excellent service by a restaurant reviewer
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## VOLUNTARY AND EXTRA - CURRICULAR

### Founder and Chef

Con's Hot Sauces

February 2021 - Present

- Researched the existing market of hot sauces in Spain
- Developed recipes and tested on peers
- Designed branding for labels and social media
- Used social media to create buzz about the business and find new customers
- Sold independently and created a returning customer base
- Sold on average 20 hot sauces per batch

### Head of Marketing - Volunteer Position

Kingston University

January 2016 - June 2016

- Took on the leadership role in the marketing team in the organisation of our final year degree show
  - Created and ran social media pages which were essential for promotion and advertising
  - Created and ran a successful Kickstarter campaign, raising £2000
  - Understood the importance of keeping the branding and visual language consistent
  - Researched, identified and invited influential names within the art and design industry
  - Identified and delegated tasks to the rest of the marketing team
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## SKILLS

- Leadership and teamwork
- Public speaking
- Creative thinking and problem solving
- Customer service
- Excellent communication

## LANGUAGES

**English**

Native

**Spanish**

Intermediate

References available on request