

Kamila Musial

Blackpool

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Work Experience

Trainee Paralegal

Alexander Grace Law - Blackpool

August 2022 to Present

Currently training as a paralegal. My duties are search reports, mortgage reports. Drafting contractors, settings up files for completion and dealing with completions

My training still requires dealing with enquiries and exchanging contracts

Legal Assistant

Alexander Grace Law - Blackpool

February 2022 to Present

At Alexander Grace Law my duties are answering the phones, providing updates, explaining the process of clients files. In addition, I deal with client care and ID checks. I also take payments and apply for searches. Furthermore, I deal with post, filling, requesting documents, and I am in charge of teams inbox.

Legal Receptionist

Alexander Grace Law - Blackpool

July 2021 to Present

At Alexander Grace Law my duties are answering the calls and directing them to the correct departments. Also dealing with any type of complaints as much as possible. In addition another of my duties is processing the post for the fee earners which includes scanning documents and sending out letters to the correct solicitors. In addition we build relationships with brokers and estate agents while update them on regular basis. Also filling all the important documentations.

Store and social media manager

Vapers Choice - Blackpool

January 2019 to July 2021

At Vapers Choice my duties were to manage the store which included opening and closing the store, dealing with takings, cashing up, orders, stock, customer complaints face to face and over social media. In addition I am a social media manager which includes posting our offers on social media, making sure that the correct audience is targeted, replying to customers and dealing with any complaints or issues that they might be having. Additionally, the job is targeted and commission based, which i have completed most of the time.

Sales Consultant

VIP Electronic Cigarettes - Blackpool

April 2018 to December 2018

At VIP my duties are to take payments from clients, to make sure we set them up with the correct device, keep the store clean and tidy, making sure we market the products right in the windows and in

our displays, giving out leaflets to customers and attracting them in, ordering products, stock counting, banking and opening and closing the store. In addition, we have targeted each month that we must meet and for the past 3 months, myself and my team have been going above those targets. I have also covered shifts in other shops when it was needed and worked twice the pride event; in Blackpool and in Salford.

Accident Adviser

Slater Gordon Solutions Motor - Blackpool
May 2016 to October 2017

At Slater Gordon Solutions my duties were: taking first notification of loss; making sure that we got the correct details of accident, location, all of the parties details etc., arranging hire vehicles for clients, setting up personal injuries claims, arranging recoveries for clients and their vehicles, dealing with garages and the repairs and total loss vehicles/reports, also dealing with complains, translating in Polish all of the information for clients. In my time at Slater Gordon Solutions i have been on 3 teams; Direct Line Group and Brightside and Pol-Plan.

Receptionist

Choice hotels- Claremont - Blackpool
October 2015 to May 2016

At the Claremont my duties are; welcoming the guests, deal with the complaints, take bookings, payments, sell travel tickets and tickets for the attractions, do arrivals lists, disabled list, banking. This role has familiarized me further with excessive amounts of cash handling and ensuring that all shifts and safes are balanced accordingly.

Reservations Agent

Big Blue Hotel - Blackpool
April 2015 to June 2015

At Big Blue Hotel doing reservations. At the Big Blue Hotel I have learned how to take bookings over a phone, deal with complaints, replying to emails about bookings and putting new bookings into the system.

Waitress

Craig-Y-Don Hotel - Blackpool
September 2013 to November 2013

At Craig-Y-Don I was a waitress. My duties were to take orders, bring food out, clean up and make sure that all the guests were sat at the right places.

Education

Masters in International hospitality and tourism management

Uclan - Preston
September 2018 to August 2019

BA Hons in Tourism Management / Grade 2:1

Lancaster University
2017 to 2018

Foundation Degree in Travel and Tourism Management

Lancaster University - Blackpool
September 2013 to May 2015

World Host in Customer service

Lancaster University

2015 to 2015

Level 3 Extended Diploma in Travel and Tourism

Blackpool and Fylde College - Blackpool

September 2011 to May 2013

Level 2 in Travel and Tourism

Blackpool and Fylde College - Blackpool

September 2010 to May 2011

Skills

- Developed the ability to work under pressure
- Keep to learn new skills
- A committed team player
- A self-motivated and hard working employee
- Responsible, fulfils duties to professional level
- Speaks two languages, English and Polish

Additional Information

I believe myself to be a genuine, confident and easily approachable person; I am able to communicate in a professional and comfortable manner with a variety of all age groups without hesitation. I enjoy meeting new people, I work well as part of a team as well as individually and I am eager to learn new skills. I am a hard working, reliable and enthusiastic person.