

# Natasha Carletti, M.A.

## Design Management

LinkedIn Profile:  
[linkedin.com/in/n4tashacarletti](https://www.linkedin.com/in/n4tashacarletti)

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07881344793

### Personal Summary

I am a self-motivated, hardworking, reliable, and friendly individual with four years of design expertise acquired at Lancaster University. This is accompanied by several years of work experience in both the administrative and retail industries. My determination and creative thinking make me a key asset in any design-related area, such as: Advertising, Branding, Marketing, & UI / UX design.

### Skills & Specialisation

- Canva
- Microsoft Office
- Adobe Creative Suite
- Content strategy
- Visual communications
- Organisation / planning
- Creative problem solving

### Employment History



#### Admin Officer | Ministry of Justice UK

May 2024 - Present

- Manage personal time effectively and ensure crucial deadlines are met
- Maintain digital communications with a range of organisations within the public sector
- Create and file documents for the Court containing private and confidential information



#### Apprentice Baker | Galloways Bakers

October 2023 to January 2024

- Maintained a clean and safe environment in line with health & safety protocols
- Delegated responsibilities within my department and managed personal time effectively
- Assisted in the production of baked goods in line with corporate food hygiene standards



#### Crew Member | McDonalds

May 2021 to October 2023

- Guided and trained new employees
- Constantly analysed situations to assist where needed
- Handled cash and provided excellent customer service
- Prepared and organised any area to ensure efficiency - earning a star in cleanliness
- Resolved customer queries and mediated customer complaints to guarantee satisfaction



#### Resident Assistant | The Student Housing Company

October 2020 to May 2021

- First line of contact for out of hours emergencies
- Liaised with residents regarding company protocols
- Represented the company when greeting new tenants
- Handled keys, individually opening and closing the office
- Organised schedules and balanced duties with my co-worker
- Designed digital content for social media channels as well as physical posters and flyers

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## Education History

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### Master of Arts in Design Management | Lancaster University

*Class of 2023 | Pass with Merit*

- Utilised the techniques of research and enquiry to create and interpret knowledge
- Communicated findings and conclusions to specialist and non-specialist audiences
- Demonstrated originality in the application of human centred design and the role of the user within design research
- Gained a comprehensive understanding of the role of design to organisations and an ability to stimulate organisational change through design



### Bachelor of Arts in Design | Lancaster University

*Class of 2022 | Upper Second Class with Honours*

- Developed an understanding of a range of fields within design and their interrelationships
- Explored how design interacts with systems such as production, service or urban systems, as well as communities
- Employed visual communication strategies and created digital & physical prototypes to investigate design interactions within products and services
- Demonstrated detailed knowledge of design methods, tools, and creative approaches and their role in contemporary contexts

### GCE A Levels | St John Rigby College

*September 2017 - June 2019*

- Sociology (Grade: A)
- Graphic Communication (Grade: B)
- Fine Art (Grade: B)

### GCE O Levels | St John Fisher Catholic High School

*September 2012 - June 2017*

- English Language (Grade: 5)
- Mathematics (Grade: 4)
- Spanish (Grade: B)
- Art (Grade: C)
- Graphic Design (Grade: C)
- Science (Grade: C)
- Religious Studies (Grade: C)