

I have over 10 years of experience working in hospitality and events production and management. Since moving to Manchester in 2012, I have been working freelance and by contract with live music venues and bars to provide events and food/drink service to a high standard of quality. My extensive experience in these fields has engendered a passion for curating professional events for a range of occasions. In my personal time, I have a passion for IT and computing, refurbishing laptops and computers and either selling them on for profit or donating them to local charities that assist the elderly with technology.

Work Experience – References available on request.

Supervisor, Soup Kitchen, Northern Quarter – Manchester

February 2019 – Present

- Responsible for administration and management of a 200 person capacity bar and restaurant and a 230 person capacity live music venue working closely with events and technical personnel.
- Working directly with senior management and company directors to meet sales targets and improve service, and develop product and service knowledge amongst team members.
- Maintenance of venue facilities and assets including cellar dispensary systems requiring specialist knowledge in food service and gas dispensation, till networking systems requiring extensive IT knowledge using Windows operating system and networking cable management, and use of Google Sheets and Microsoft Excel to record and manage venue cashflow.

Freelance promoter representative, Greater Manchester

January 2018 - Present (Clients include: Hey! Manchester, Mission Mars, Kilimanjaro agency, et al.)

- Production/artist liaison.
- Ticketing / Box Office management.
- Merchandising and Sales.
- Event Promotions and Advertising.

Supervisor, Fallow Cafe, Manchester

September 2017 - January 2018

- Led a team to provide day and evening food and drink service in a busy, high quality bar and restaurant. Working with a team of up to fifteen people, and liaising between different departments and customers while maintaining high levels of service and professionalism has taught me to remain levelheaded and focused during difficult periods of service.

Bartender, Trof Northern Quarter, Manchester

September 2015 - September 2017

- Curated and managed two live music and art events for the company in 2017.
- Cocktail and food service.

Customer Service & Sales Representative, Ticketmaster, Manchester

June 2015 - September 2015

- Worked as part of the official Rugby World Cup 2015 Ticketing team to provide support to an international customer base, utilising softphone computer software and internal databases to source information and quickly solve ticketing issues at the first point of customer contact.
- While this was a temporary placement for the duration of the RWC15 tournament, the role placed great emphasis on helpful customer interaction, efficient correspondence within the team and with external departments, and effective time management strategies. All of which helped me to develop my critical thinking ability and problem solving strategies.

Bartender and Events Management, The Font, Fallowfield

September 2012 - 2014

- In addition to cocktail and food service, I also wrote and presented the weekly quiz, and a fortnightly open mic night.

Freelance promotions and live music / events management, The Alexandra Pub & The Dorchester

Arms, Southampton
January 2010 – July 2012

- Client also include: The Hobbit Pub, Goblets Bar

Auxiliary Nurse (HCA Grade), Southampton Hospitals University Trust, Hampshire

January 2008 – September 2010

- I worked in operating theatres to support registered surgical nurses and doctors to maintain operating theatre safety and cleanliness standards. During surgical operations, I worked to assist theatre staff by performing data entry, patient record confidentiality, and general assistant roles.
- I have worked in neurosurgical, paediatric, vascular, and ENT departments, however, I specialised in orthopaedics and emergency out of hours work.

Qualifications

Higher Education

English Literature BA Hons (Incomplete) – University of Salford

Further Education

BTEC National Certificate Course – Music; Double Pass

FSMQ (Free Standing Maths Qualification; Algebra - Pass)

AS Level Music Production; D

Secondary Education

12 GCSEs - A* - C incl. B's in Maths, Science, English Language + Literature, History, Media & Art
2004

1999-

Summary

- Proficient in use of Mac OSX and Windows Operating systems, Microsoft Office, Adobe Photoshop, and various data entry systems.
- An adaptive and versatile writer able to create meaningful content for a range of audiences.
- Acute attention for detail and highly developed research skills with an emphasis on brand identity.
- Expert knowledge of products and operational systems in range of fields incl. hospitality and live music performance, licensing, and branding.
- Interpersonal and communication skills developed with experience in team-based fields of employment.
- Experience with multitasking and managing multiple deadlines efficiently.