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I am a driven, personable individual with over a decade of experience in the service industry in both customer facing and management roles. I also have five years experience in IT support and electronics repair.

Work Experience – References available on request.

Bartender / FOH, The Globe Resturant, Chorlton

June 2019 – Present

- Aside from providing a quality, personable service to diners my duties include cellar maintainance, stock management, and promotions.

Customer Service Agent, Arista Living, Manchester

April 2020 – June 2020

- I was hired on a temporary basis to assist with an influx of customer enquiries and large workload. Additional responsibilities included data retrival and entry between several in-house databases, liasising with end-users via Zendesk, writing macros for common enquiries for use with Zendesk.
- I was asked to improve the company's trustpilot review rating, so I created and maintained a post-sale customer support line which increased the number of positive 5-star reviews by an average of 15% monthly.

Laptop Repair and Refurbishment Technician, T.G. Featherstone Repair Group, Manchester

January 2019 – Present (Clients include: Ancoats Coffee Co, The Globe - Chorlton)

- I started a laptop repair business based out of my home in Manchester City centre, specialising in Macbook board repair and software support. I provide quality repair and IT support, diagnosing issues and providing detailed reports to clients, and actioning the necessary repairs.
- My work has helped me to develop my time-management skill, allowing me to efficiently meet multiple deadlines set by my clients.
- I continue to develop my knowledge base around IT everyday, and the experience I've gained in the administrative aspects of running a business (invoices, keeping tax records, and client communications) has been invaluable both to myself and my clients.

Supervisor, Soup Kitchen, Northern Quarter – Manchester

February 2019 – September 2019

- Responsible for administration and management of a 200 person capacity bar/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 cash flow.

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 level-headed and focused during difficult periods of service.

Bartender, Trof Northern Quarter, Manchester

September 2015 - September 2017

- Curated and managed several live music, art exhibition, and film events for the company in 2017.
- Provided high-end 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.

Freelance promoter representative, Greater Manchester

January 2010 - Present (Clients include: Hey! Manchester, Mission Mars, Kilimanjaro agency, et al.)

- Provided production/artist liaison for live event productions agencies.
- Ticketing / Box Office management.
- Merchandising and Sales.
- Event Promotions and Advertising

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 preparatory work for upcoming cases which required specialist knowledge of what surgical equipment would be required for the job.
- I have worked in neurosurgical, paediatric, vascular, and ENT departments, however, I specialised in orthopaedics and emergency out of hours work.

Qualifications

In Progress

CompTIA A +	Cisco 100-105 ICND1 Interconnecting Network Devices Part 1	ITIL Foundations
CompTIA Network +	Microsoft 70-697: Configuring Windows 10 Devices	
CompTIA Security +	Microsoft 70-680: Configuring Windows 7 Devices	

Higher Education

English Literature BA Hons – University of Salford

Further Education

BTEC National Certificate Course – Music; Double Pass

FSMQ (Free Standing Maths Qualification; Algebra - Pass)

AS Level Music Production

Secondary Education

12 GCSEs - A* - C incl. B's in Maths, Science, English Language + Literature, History, Media & Art
1999-2004

Summary

- Proficient in use of MacOS, Linux (Arch and Debian Systems), 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.