

Skills based CV

Jane Brown

24 FINSBURT ROAD
LONDON
NW1 3JT
07732548888
BROWN70@HOTMAIL.COM

OBJECTIVE

A graduate with a BA in Travel and Tourism Management (2:1), over two years' administrative experience and over five years developing excellent customer relations skills, seeks career in events promotion and management.

RELEVANT SKILLS

ORGANISATION:

- Took lead in final group project work organising a team of four in delivering a holiday package for a tour group of 50
- Administrative experience including one year managing MD's diary and calendar
- Arranged meets for school swim team (coordinating training and transportation for one year)
- Event management skills developed in degree course and from experience working in a hotel
- Coordinated suppliers and necessary complex paperwork in an import/export environment
- Compiled customer lists and completed mail shots

CUSTOMER EXPERIENCE:

- Trained to high customer service standard waitressing for historic London landmark restaurant
- Experienced working with large international groups
- Administrative roles involved being comfortable interacting with people at every level in business
- Developed strong communication skills ensuring details and expectations are met to the highest standard

OTHER RELEVANT SKILLS:

- Have completed course modules on Sales and Marketing including appropriate coursework and research
- Managed client databases in a confidential manner
- Hospitality experience and knowledge of arranging travel
- Presented project works individually and as part of a team
- IT skills (MSOFFICE - OCR Certificate 2006, presentation packages, internet research and database systems)

RELEVANT ACHIEVEMENTS

- BA Travel and Tourism Management (2:1), Thames Valley University 2008:
Modules included: Legislation; Sales & Marketing; People Management
- Languages: Fluent in Korean and studying Japanese
- Sports: Tennis player with three years as part of a doubles team winning local competitions
Swimmer (competitively for seven years)
- 'Welcome Host' certification 2006 (customer care, handling pressure, and problem solving)
- Food & Hygiene, Health & Safety and Customer Service Training 2006

RELEVANT WORK EXPERIENCE

SIMPSON'S-IN-THE-STRAND, LONDON

- Part-time waitress, Aug 2006 - Present
- Providing excellent customer service; training new staff
- Explaining various menu items: ingredients and food preparation

THE MILLENNIUM HOTEL, LONDON

- Part-time Breakfast Waitress, Apr 2004 - Jul 2006
- Took telephone bookings; Greeted customers and allocated tables
- Assisted at banquets and corporate events

BUYOUNG FASHION COMPANY, LONDON

- PA to Managing Director, Aug 2002 - Aug 2003
- General administration and secretarial duties

HANIL INTERNATIONAL TRADE LTD, LONDON

- Part-time Administrator, Mar 2001 - Jul 2002
- Import/export department; processed all documentation; liaised with insurance and shipping companies

OTHER EDUCATION

Diploma in Travel & Tourism Management, Sep 2003 - Jun 2005

A-Levels (Geography & Business Studies), Sep 2000 - Jun 2002

8 GCSEs, Sep 1996 - Jun 2000