

# **BILLY DALTON**

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## **SUMMARY**

A friendly, personable and dependable individual with a willingness to learn and impeccable commitment to do the very best in every situation. Currently living independently and have got essential life skills that would be beneficial in the workplace. Hoping to use my transferable skills gained from past employment to help me excel in a new career. Ideally looking for full-time work with progression available.

## **SKILLS**

- Confident in handling challenging customer situations
- An effective communicator who understands the importance of teamwork, however, can also work independently
- Good time management and self-discipline
- Computer literate and confident in using technology
- Holds a full, clean UK Driving License

## **EMPLOYMENT HISTORY**

### **DIGITAL MARKETER, BUSINESSWOMEN in - May 2021 to Present**

- Working remotely, completing set hours within my own time schedule
- Gaining knowledge of Marketing Campaigns and Branding
- Creating promotional content to be distributed on behalf of BWi
- Writing blogs and engaging with social media posts
- Attending Zoom workshops

### **VOLUNTEER, EMPORIUM CHARITY SHOP - January 2020 to August 2020**

- Maintaining the cleanliness of the store and back office
- Helping colleagues test electrical equipment before sale to ensure they are safe
- Sorting through donations to sell and ensuring they are cleaned thoroughly beforehand

### **RECEPTIONIST, THE STONES HOTEL - May 2019 to July 2019**

- Ensuring quick and efficient service checking in guests and responding to queries and complaints in a polite and professional manner
- Gaining experience of admin work, cash handling, talking to customers over the phone and communicating with other departments in the hotel

- Learning the importance of multi-tasking and ensuring tasks are completed promptly and meticulously

#### **CABIN CREW, THOMAS COOK AIRLINES - April 2018 / March 2019**

- Accepted onto initial training for two years running, swimming drills held me back
- Engaged in group activities, practical assessments, role plays and written learning
- Willingly went out of my comfort zone and pushed myself physically and emotionally

#### **CINEMA HOST, SHOWCASE CINEMA DE LUX - September 2017 to February 2018**

- Learnt how to work quickly and efficiently within tight time restrictions
- Integrated into a much bigger team and worked with a varied mix of personalities
- Had my first experience of working until very late at night and very early mornings
- Carried out cleaning tasks ensuring quick turnaround of showings

#### **CUSTOMER SERVICE APPRENTICE, EE - October 2015 to April 2016**

- Delivered sales that contributed to the overall store targets
- Achieved recognition as having good customer communication skills
- Praised by the training assessor for keeping up to date with written study

### **EDUCATION**

- Attended Wyvern College in Salisbury between September 2010 to June 2015
- Obtained 3 GCSE's, one at grade B and two at grade C
- Acknowledged for having good commitment to learning
- Outstanding attendance rate

### **FUTURE AMBITIONS**

I aspire to work in a sector where excellent customer service is paramount. Given my previous experience, I believe I have the ability to be a valuable asset in any such job role. I would also love to put my GCSE Qualifications to good use and hopefully follow a career in The Arts or Creative Industry. Art and Photography have always been huge passions of mine, as well as travel, so my long-term goal would be to pursue work in those fields. Other than that, I'm still waiting to obtain my driving license which I'm hoping to achieve in the next few months.

### **INTERESTS / HOBBIES**

My interests and hobbies include Photography, Gaming, Baking and I have a huge passion for travel. In the Summer of 2018, I decided to do a solo backpacking trip around Europe which was incredible. During this adventure I immersed myself in so much culture, met people from all over the world and gained so much confidence and life experience. Spending time with my previous Foster Family is also very special to me, as they looked after me throughout my teenage years and now feel like my closest relatives.

### **ADDITIONAL KNOWLEDGE**

- **Blog Writing**
- **Use of Canva and Adobe Suite**
- **Creating Marketing Content**
- **Knowledge of Branding**
- **Cyber Crime**

## **AVAILABILITY**

I am available to start work immediately, and very flexible with the hours I can do.

## **REFERENCES**

Available on request.