

# Lauren Hutton

Swindon

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## Personal Details

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**Eligible to work in the UK:** Yes

**Highest Level of Education:** GCSE or equivalent

**Industry:** Retail

## Work Experience

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### Team Member

Cineworld - Swindon

October 2019 to March 2020

My job roles included:

- Sale of tickets to customers
- Sale of food and drink on concessions
- Cleaning screens
- Check during screening for pirate activity
- First line customer complaints

### Customer Host

Buzz Bingo

April 2019 to September 2019

April-September 2019

My job role was a multifunctional position.

From day to day I could be:

- selling bingo tickets
- working the bar and serving customers
- checking bingo claims and collecting prize money.
- Helping with customer queries
- working on the slot machines giving out food and drink and helping customers.

### Customer service manager

Ladbrokes/Coral

January 2019 to April 2019

My job roles included:

- opening and closing the shop to a high standard
- serving customers over the counter
- monitoring customers behaviour on slot machines
- operation of a safe, handing out winnings to customers.

## **Administrator and Customer Service Advisor**

Prepay Solutions

August 2018 to January 2019

Prepay solutions is a financial institution that works along side TUI, Virgin Money and PayPal in the prepayment card department.

My job roles included:

- Answering the phone to customers and answering email queries ranging from simple to complex,
- I also have some experience in data entry and working with Microsoft excel.

Banking Consultant

Nationwide building society

September 2017 to august 2018

My job roles included:

- Answering the telephone to nationwide members to resolve queries ranging from complex to simple also dealing with complaints.

## **Commis Chef**

PGL - Liddington

January 2017 to June 2017

My job roles included:

- Cooking and preparing fresh food for a very large amount of people of all different ages
- Learning to obey orders from head chef and learning to accomplish the allergies of Foods

## **Baker and Confectioner**

The Cooperative Food

September 2016 to February 2017

My job roles included:

- Defrosting and cooking fresh bread and morning pastries
- Working with stock control and deliveries
- Serving customers on tills at busy periods

## **Team member**

Cineworld Cinemas

March 2015 to June 2016

My job roles included:

- Sale of tickets to customers
- Sale of food and drink on concessions
- Cleaning screens
- Check during screening for pirate activity
- First line customer complaints

## **Temporary Casual**

Sports Direct

October 2013 to January 2014

Commercial retail outlet specialising in sports wear and accessories

My job roles included:

- Serving customers and operating a till/cash handling
- Helping customers with enquires about products
- Unpacking deliveries and preparing stock for display
- Restocking the shop floor

Swindon restore

Voluntary Work

Charity organisation selling second hand goods to raise money for Swindon Foodbank.

My job roles included:

- Working as part of a team of volunteers and paid employees
- Sorting donations and organising items for sale
- Serving customers and operating a till/ cash handling
- Stock counting

## Education

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### **GCSE in Maths**

Swindon College