

# DEMELZA TAYLOR

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An enthusiastic, accurate and confident individual with a keen interest of developing my career in a fast-paced and supportive environment. I am an excellent communicator; a strong team player and I possess good attention to detail. My positive attitude allows me to deliver high standards in my work and positively impact any team I am a part of. I am a quick learner and always embrace opportunities to further develop my skill set. I am looking to join a friendly and established organisation, offering the opportunity to develop my skill set and experience.

## Professional skill set:

- Active listening
  - Communication
  - Computer skills
  - Customer service
  - Leadership skills
  - Management skills
  - Problem solving
  - Time management
  - Great attention to detail
  - Mentoring - patience and knowledge bringing out the best in people
  - Growth for the business
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## EDUCATION 2014-2016 Kidderminster College

. LEVEL 2 NVQ BEAUTY THERAPY

LEVEL 1 NVQ HAIR DRESSING

,Lacon Childe Secondary School

2009-2014

MATHS D

ENGLISH C

SCIENCE D

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## EMPLOYMENT

BUSINESS WOMEN IN LIMITED

January 2022- July 2022

A 6 month paid work from home internship. I have learnt many skills:

- . content marketing
- . marketing campaign
- . linkedin
- . google digital garage
- . canva
- . blogs
- . resources
- . branding
- . google work space
- . google calendar
- . clockify

. mentoring other people i work with  
I have created content for each of these elements.

**RETAIL ASSISTANT , HOME BARGAINS .**

OCTOBER 2018- MARCH 2019

Run the tills  
Handling money  
Stacking shelves  
Keep shop clean and tidy .  
Face to face  
Customer service

**HEALTH CARE ASSISTANT , DODDINGTON LODGE CARE HOME**

AUGUST 2016-JANUARY 2017

Night shift staff 8pm-8am .  
Provide personal care to residents .  
Keeps residents safe at all times  
Reports concerns to Senior .  
cleaning of the care home. Eg. dusting, hoovering and mopping  
Cleaning and washing residents bedding and clothing including ironing  
Preparing vegetables for the next day

**BAR MAID , THE KINGS ARMS**

November 2015- July 2016

Serving customers .  
Making sure all stock is signed for on delivery .  
Cleaning of lines when needed .  
Answering phone .  
Waiting tables  
Helping within the kitchen .  
General cleaning of the pub of all areas

**ROYAL FOUNTAIN PUB**

November 2015- July 2016

Serving customers .  
Making sure all stock is signed for on delivery .  
Cleaning of lines when needed .  
Answering phone .  
Waiting tables  
Helping within the kitchen .  
General cleaning of the pub of all areas

**PROMO TEAM MEMBER, SIGNAL 107**

JANUARY 2015– AUGUST 2015

Handing out leaflets  
Working as a team to Promote the radio station  
Face to face customer service

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**Hobbies**

. showjumping  
. baking  
. knitting

Certificates:

- . Content marketing
- . mental health half day course

references ;

Can be given on request