

NICOLA WESTON

PROFESSIONAL SUMMARY

Reliable, hardworking and driven individual with a background in working to high standards in a range of business roles, including customer facing experience. Polite and approachable, skilled in fostering relationships with customers to increase loyalty and retention while improving satisfaction levels through excellent communication. Able to work calmly under pressure, maintaining organisation skills and flexibility, to deliver company aims. A quick learner and an enthusiastic team player, this committed individual now seeks a new role in a customer facing position to utilise existing skills and develop further.

WORK HISTORY

Cleaning operative, 05/2020 to 08/2020 Connect

- Adhered to hygiene regulations to provide safe, standardised service, including correct use of PPE, exceeding cleanliness expectations.
- Performed deep cleaning of high traffic areas in EE contact centre to reduce potential Covid transmission.
- Worked efficiently to perform day-to-day cleaning and maintenance within allotted timeframes.
- Operated floor cleaning equipment correctly, reporting any repairs/ broken equipment to manager.
- Maintained stock levels of cleaning products.
- Performed simple maintenance of cleaning equipment
- Complied with Health and Safety (HSE) guidelines for chemicals usage and ensured safe storage of equipment and materials.
- Adhered to company procedures, delivering to a high standard and using initiative to achieve company aims.

Volunteer, 09/2019 to 01/2020

British Heart Foundation - Darlington

- Maintained excellent client satisfaction by providing professional, courteous customer service.
 - Managed sales of raffle tickets required to raise funds for the charity.
 - Held responsibility for tagging goods with correct prices.
 - Regularly cleaned and straightened work areas, ensuring stores stayed tidy in line with company standards.
 - Handled diverse customer queries, providing accurate store, product and service information.
 - Complied with Health and Safety regulations, guidelines and followed company policies.
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CONTACT

Address : Darlington DL1

Email : nicolaweston123@pm.me

SKILLS

- Customer service
 - Stock management
 - Communication skills
 - Microsoft Office Suite
 - IT skills
 - Excellent timekeeping
 - Shelf stocking
 - Teamwork
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EDUCATION

UAL Level 3 Interactive Media Certificate
Northern School of Art

GCSEs

Education Village

- Awarded 10 GCSEs including Maths and English

TEFL Qualifications

2022 Qualifi Level 5 Diploma in Teaching English as a Foreign Language (168 hours)

- The TEFL Academy
- Ofqual regulated Level 5 qualification, DEAC approved
- Lesson planning, Classroom management, Teaching vocabulary and pronunciation, Teaching receptive and productive skills, Teaching grammar, Materials development for face-to-face and online lessons, Assessed lesson content for A1-C2 level students.

On going :

Level 4 art and design

Darlington College

INTERESTS

- Drawing and using artistic skills and being creative.
 - Former Girl Guide which helped develop new skills and enhance communication skills.
 - Supported younger Girl Guides and arranged team building activities.
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REFERENCES

- Available upon request.
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