

# Melanie Hendrickson

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I am a very happy and positive person. I love working with children and I am passionate about education. I enjoy supporting and encouraging children to become their best individual self. I am organised and self motivated and just completed a level 5 TEFL course. I enjoy making the most out of every day, being outside, exploring beautiful coastlines and woodlands with my family.

## Personal Details

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**Driver's License:** B, Cars

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

## Work Experience

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### Cleaner

Self employed - Truro

April 2023 to Present

Cleaning a few locations independently, including holiday let cottages, glamping sites, venues and homes. Managing my time to complete within a timeframe, making beds, cleaning surfaces, bathroom cleaning, restocking and gardening.

### Toddler Room Assistant

Nurture Nursery - Truro

April 2022 to April 2023

I assisted the room lead in both the baby and toddler room. Duties included following policies and procedures, setting up and leading fun activities through the day, changing and feeding, and weekly planning.

I built strong connections with my key children and their families and planned activities to help them reach their next steps. I used the Family app to log observations, photos, nappy changes, mealtimes, and contact family members.

### Supervisor/Barista

Starbucks - Truro

October 2021 to April 2022

Working as a team to serve high quality beverages in a fast paced environment. I ran the shift ensuring great customer service always, allocated responsibilities to partners, training, stock counts, ordering, cash handling, and key holder.

### Customer Service Advisor

Next Ltd - Doncaster

October 2018 to August 2021

Providing great customer service on telephone calls, emails and chat. Role included setting up accounts, placing orders, dealing with queries and complaints, and speaking with other departments, stores, and delivery companies to ensure the customer's query is resolved quickly. I worked both from home and in office.

### **Bar Supervisor**

Otto Wine Bar - Doncaster

September 2018 to September 2019

Leading the shift and working as a team to provide incredible customer service in a busy coffee and wine bar. Restocking, cleaning, taking bookings, key holder, cashing up. I received barista training during this employment and I am confident creating coffee art.

### **Waitress**

Cactus Jacks - Doncaster

June 2015 to October 2018

Serving food and drinks in a popular mexican restaurant, restocking the bar, preparing desserts and providing great customer service.

### **Mixologist**

Rock-A-Hula Tiki Bar - Doncaster

May 2015 to October 2018

Opening and closing procedures, including cleaning, stocking and preparing garnishes and mixers, working as a team to serve high quality cocktails in a fast paced environment, learning a large menu of drinks to spec so no waste.

### **Dance Leader**

Camp Lake Hubert - Minnesota

June 2016 to September 2016

Organising activities, following a schedule, ensuring child safety as they engage in activities, contact key children's parents with a weekly letter, care for children in place of parents for the duration of their stay.

## **Education**

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### **Level 5 in Teaching English as a Foreign Language (TEFL)**

TEFL Academy - Online

July 2023 to December 2023

### **AS Level in Fine Arts**

Hall Cross Academy - Doncaster

September 2012 to June 2013

### **AS Level in Sociology**

Hall Cross Academy - Doncaster

September 2012 to June 2013

## **GCSE in English, Maths, Physics, Biology, Chemistry, Art, French, Business, Textiles, Media, IT**

Campsmount - Doncaster

September 2006 to July 2012

### **Skills**

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- Customer service
- Leadership
- Cash handling
- Early childhood education (1 year)
- Barista experience (3 years)