Telford

groome68@hotmail.co.uk

07712339634

• I am honest, conscientious and hardworking.

• I have excellent communication skills across multiple platforms.

• I work in a professional manor, paying attention to detail and quality.

• I have excellent organisational and planning skills such as prioritising and assessing.

Work Experience

 **Cabin Crew BHX** (summer)**/Volume Assessment Team Co-Ordinator** (winter)

TUI UK&I

April 2022—

**Cabin Crew.**

* Attend pre-flight briefing
* Demonstrate safety procedures professionally
* Equipment and security checks in the cabin
* Greet passengers
* Manage and look after passengers during the flight.
* Inflight retail services
* Monitor cabin thought the flight

**Volume Assessment Team Co-Ordinator.**

* Managing a team of 25 recruitment assessors on a day-to-day basis.
* Liaising with Line manager and upper management.
* Planning day to day work load and delegation
* Sending/receiving emails to and from various departments within the TUI company.
* Ensuring correct work days and pay and entered for payroll.
* Provide training for the recruitment assessors using PowerPoint
* Producing Excel spreadsheets.

**Coach Driver.**

AT Browns of Telford

January 2022 – April 2022

* Responsible for all Vehicle checks prior to starting my shift
* Delivering excellent customer
* Excellent time keeping

**Qualified PCV Cat D licence holder with current CPC licence.**

Arriva Bus Company

September 2021 -- January 2022

* Responsible for all Vehicle checks prior to starting my shift
* Delivering excellent customer service
* Handling money and paying in at the end of the day
* Excellent time keeping

**Senior residential childcare practitioner.**

PCF Children’s Care

January 2021 -- August 2021

* Responsible for running the shift and working as part of a team with my shift colleagues
* To delegate jobs and task to be completed during shift
* Ensure the wishes, care and wellbeing of the young person was meet according to out statement of purpose and the childcare standards.
* Write any reports relating to the day-to-day work relating to the young person.

**Learning Support Assistant.**

Mount St Mary’s College

August 2019 -- August 2020

* As a learning support assistant and being part of the SEND team, I worked closely with 3 yr7 children all with an EHCP.
* My position was to provide and achieve agreed support and planned learning activities.
* Increasing the children’s level of understanding and educational achievements.

**Holiday Experience Representative.**

TUI UK & Crystal Ski

December 2017 -- August 2019

* Achieving standards that guests expect.
* Ensuring that the guest experience is second to none.
* As a holiday representative the guest expectations where always first priority from the second they arrive in destination to the moment they leave for home.
* Increasing guest satisfaction and retain guest within the TUI group.

**Sales Executive.**

Shropshire Star News Paper

April 2016 -- September 2017

* Account management of existing clients and new clients looking to advertise their business either in print format in the regional newspaper or digitally using the online platform.
* Achieving sales & revenue targets, increasing client base.

**Mechanical Fitter Technician.**

GKN Hybrid Power

October 2014 -- April 2016

* Working from detailed CAD drawings, fabricating parts and installing state of the art Hybrid Power Drive systems to PSV's.
* Preparing the vehicle for system installation, running electrical, coolant and lubrication lines.
* Fabricating components and parts to be fitted to the vehicle prior to system installation.

**Residential Care Worker.**

Bryn Melyn Care

April 2014 -- October 2014

* My position as a care worker was to promote the welfare and wellbeing of young people with emotional and behaviour difficulties.
* Report writing, risk assessments, money and medication handling.

**Environmental Containment & Control Sales Executive.**

Denios Ltd

August 2012 -- April 2014

* To promote and sell Denios Ltd and generate sales by securing new business and using existing business contacts within my sales area.
* Achieving sales & revenue targets.

**Welder/Fabricator.**

Wrekin sheet Metal

October 2011 -- May 2012

* Working from engineering drawings I fabricated and welded customer's orders.
* Quality Inspection

**Residential Care Worker.**

Bryn Melyn Care

April 2010 -- October 2011

* My position as a care worker was to promote the welfare and wellbeing of young people with emotional and behaviour difficulties.
* Achieving City & Guilds NVQ level 3 in young people & social, care in under 12mths.
* Report writing, risk assessments, money and medication handling.

**Sales Executive.**

Bunn Leisure Holiday Park

2008 -- 2010

* Retaining and building customer portfolio by way of phone calls, emails and follow ups.
* Achieving sales targets by working hard and keeping up with demands
* Increasing revenue and continued growth

**Carer for family member.**

Primary Carer

1997 -- 2008

**Welder/Fabricator.**

GKN Sankey

1990 – 1997

**Communication Technician/ Radio operator.**

Royal Navy

1985 -- 1989

**Education.**

August 2023

Qualifi Level 5 Diploma in Teaching English as a Foreign Language. (TEFL Academy) (RQF)

September 2011

NVQ Level 3 in Young people and Social Care (City & Guilds)

Ludlow College

1984

Certificate of Higher Education in CSE to level 3

Abraham Darby School