

## Work Experience:

### **Supervisor and Ice Technician at Glide Ice Rink IMG - Battersea London Nov 2023 to Dec 2023.**

Assisting and shadowing management in the general running of an outdoor ice rink. Duties involved, team management and organisation, schedules and shifts, maintenance of the ice including knowledge of different power supplies, chillers, header tanks, heating, melt pits and structure of the site. Health and safety of staff and customers, working unsociable hours, being on and off the ice as needed as an ice marshal in all weather conditions and helping inside the skate exchange boot handling. Attending medical emergencies both on and off the ice with knowledge and experience of backboard recovery and basic first aid training. Time keeping, hiring and disciplinary action. Watching ticket sales to match people on the ice, taking customer feedback and handling complaints, keeping clear communication between all areas of the site and management. Organisation of equipment both on and off the ice, including waste, assisting photography crew with issues on and off the ice, and the building stage of the rink. Trained in fixing glycol leaks both big and small. Trained to use multiple types and sizes of Zamboni, excluding electric powered. Although not needed for this role, I personally went on two separate training sessions in my own time to learn and refresh myself in basic first aid in the workplace, run by St Johns Ambulance as well as completing a mental health awareness training course, to be able to maximise my abilities in situations wherever needed in any situation.

### **Founder and Owner Dead Inside Designs - Pimlico London Jan 2022 to present.**

Started up my own art and design business. Graphic and digital design, mural works, custom commissions, fashion, exhibitions, photography, mixed media works, 3D sculpting and modelling. Learned website designing, financial planning, business projections, marketing and time management skills.

### **Volunteer Crew for MadeUpLtd - London April 2023 to Sept 2023.**

Assisted in rigging and derigging various events all over London like Nike, Swiftogedon, Women's World Cup at the Wembley Stadium 2023, business parties and gigs. Assisted with lighting, sound, and visual effects as well as LED walls, the moving, unpacking and repacking of large props and equipment of all types. Following all site health and safety guidelines with use of my own equipment and companies.

### **Supervisor and Ice Technician at Glide Ice Rink IMG - Battersea London Nov 2022 to Jan 2023.**

Assisting management in the general running of an outdoor ice rink. Duties involved, team management and organisation, schedules, maintenance of the ice and structure of the site, health and safety of staff and customers, working unsociable hours, being on and off the ice as needed, attending to medical emergencies both on and off the ice, time keeping, hiring and disciplinary action, watching ticket sales to match people on the ice, taking customer feedback and handling complaints, keeping clear communication between all areas of the site and management, organisation of equipment, assisting photography crew with issues on and off the ice, rigging and de-rig of the skate exchange.

### **Temp Team Leader/Supervisor Magic Memories - Kensington London Feb 2022 to May 2022.**

Team leader/supervisor of a small team, involving sales and photography within the Natural History Museum in London. Key points were driving the capture point numbers up each day, to then turn into completed sales over with the sales team. Maintaining daily averages even in quiet times and motivating the team to sell as to meet and exceed projected targets for each day. The use of charts, projections and gathered data to help predict sales for each day whilst working alongside The Natural

History Museums exhibits and staff. Operating capture machines, EPOS systems and fixing faults. Opening and closing each day, making sure stocks are in order and up to date as well as stock checking at correct intervals.

**Operations and Maintenance Lead Cineworld Flagship Branch - Leicester Square London Aug 2021 to Feb 2022.**

Working in teams and independently, assisting customers, doing daily duties including cleaning and sanitising of screens, toilets, public areas and kitchens. Catering and alcohol handling/sales. Working unsociable hours. Fire safety and security checking within the grounds. Cash handling and monthly stock checks. Keeping in constant communication with management and projections for smooth operations. Completed all in house learning modules on cinema operations including up to date fire safety, Natasha's Law, alcohol retailing, COSH, health and safety in the workplace, disability awareness training, customer service, systems and IT training, all till operations (EPOS) and how to deal with complaints procedures and feedback. Managing teams and myself effectively by assisting to delegate jobs equally. Heavy lifting and the correct ways to store different items. Assisting with red carpet/multimedia/premiers and private functions. Assisting high profile clients whilst they are at the cinema. Use of industrial compactors and waste systems.

Extra activities I took onboard: A monthly stock count of all sellable items within the cinema, learning the basics of how to operate IMAX projectors, 4DX effects systems, opening and closing down procedures for all projections and the cinema in general. How to rectify technical issues with sound, picture and atmospheric conditions within a screen. Creating playlists and background music for screens before and between showings. I also took on the role of maintenance, which included everything from painting and decorating to fixing ceiling tiles, wood work and other general maintenance jobs.

**Ice Marshall The Natural History Museum Ice Rink IMG - Kensington London Jan 2022 to Jan 2022.**

Working on the ice rink, enforcing rules and assisting and advising customers on how to skate, ranging from small children with little or no experience, to adults. Working unsociable hours. Assisted with medical emergencies on the ice and helped people with disabilities. I also assisted with maintaining the ice itself, by helping to rectify any defects, improvements and continually keeping a keen sense of weather conditions that could affect the ice condition for members of the public.

**Ice Marshall Winter Wonderland - Hyde Park London Nov 2021 to Jan 2022.**

Working on the ice rink, enforcing rules and assisting and advising customers on how to skate, ranging from small children with little or no experience, to adults. Assisted with medical emergencies on the ice and helped people with disabilities. As a part of the job it was key to also provide support within the boot/shoe exchange areas, where I would help people with getting their boots and visa versa. Working unsociable hours. I also assisted with maintaining the ice itself, by helping to rectify any defects, improvements and continually keeping a keen sense of weather conditions that could affect the ice condition for members of the public.

Extra duties I took on were guides/basic tutoring for people who needed/requested direct help on how to skate for entire 50 minute sessions. This included, teaching them how to stand, move and stop on the ice rink, depending on levels and needs. Ice technician roles, where I assisted with fixing, repairing and ensuring the maintenance of not just the ice itself but the rink as a whole. I also helped with the breakdown of the rink after the event was over, so that I could learn more about the workings and setup, ready for another season or future rinks.

**Temp General Assistant And Bike Mechanic Cycles UK - Watford Sept 2019 to Nov 2019.**

Communicated with customers, processed sales and responded to product queries. Assisted customers with product location and provided details of store promotions. Worked in a team to deliver an efficient and friendly service. Use of tills (EPOS), cash handling, returns, exchanges and refunds. Building and test riding new bikes ready for customer collection. Repairing and servicing all types of

bike. Working with customers to find the perfect fit and bike for them, as well as accessories and safety gear for the conditions.

**Duty Manager Live Foods By Post, The Reptilium - Newport Isle Of Wight Jan 2013 to Dec 2019.**

Handling, cleaning and feeding of live invertebrates, insects, terrapins, arachnids, lizards, fish, crocodiles, birds, small mammals and snakes. Cleaning of enclosures, displays and floors, using the correct cleaning equipment within Health and Safety regulation guidelines. In depth knowledge of animal safety and awareness. Setup of instore bioactive enclosures as well as personal setups at customers homes. Wide knowledge of the right plants and substrates needed for each tailored environment. Connecting with customers and advising them on the correct care and needs of their pets. Doing general maintenance within the shop as well as the construction of a small reptile, invertebrate, terrapin and amphibian zoo, The Reptilium, in Fort Victoria Yarmouth. Complying with all safety rules and regulations enforced by the local council in regards to pet shops and zoos.

**Manager Get Around Skate And Tattoo Shop - Newport Isle Of Wight Jan 2012 to Dec 2018.**

Driving and maximising the sales and profitability of the store to achieve growth. Monitoring and reviewing staff and store performance on a regular basis. Driving sales through maximising team performance. Organising, preparing and arranging promotional materials and displays. Maximising sales through effective merchandising. Working unsociable hours. Leading by example in all aspects of the role. Recruiting, training, supervising and appraising staff. Keeping strict cleaning regiments as well as health and safety standards, to protect staff and customers from cross contamination. Maintaining accurate statistical and financial records. Creating a combination of real value for money and outstanding customer service.

**DIY Labourer Inside Out - Ryde Isle Of Wight Jan 2009 to Dec 2016.**

Assisted with all trades and all aspects of the building trades, landscaping and house clearance. Carpentry, joinery, basic electrics, basic plumbing, carpeting/flooring, plastering, bricklaying, roofing, tiling, painting and decorating, door hanging, window fitting including velux, stud walls, insulation, fencing, landscaping, rendering, foundations, raised ponds, decking, conservatories, sheds, green houses and summer houses. In depth knowledge of most handheld tools/power tools, some bench tools and the health and safety knowledge to go with each tool. Appropriate on site health and safety knowledge, including appropriate PPE for each task. Able to risk assess tasks/jobs.

**General Assistant And Ride Operator Peter Pans Amusements - Ryde Isle Of Wight 2008 to 2011.**

Responsible for keeping work stations and surrounding areas clean and maintained. Operated and cleaned rides according to Company Policy. Able to deal with difficult customers in a professional and patient manner. Cash handling, prize giving, stock taking, and key holder responsibilities.

**Qualifications & Education:**

First aid in the workplace St Johns Ambulance 2023, Mental Health Awareness Course 2023, BA Fine Art London Metropolitan University 2023, Diploma of Higher Education in Geology Birkbeck University - London September 2020, Reading The Rocks And Ecology open university (open learn), 2020 Food Safety, Isle Of Wight College HABC 2014, Certificate In Asbestos Awareness isle Of Wight College 2011, Duke of Edinburgh Award Bronze 2007, British Canoe Union UK 2 star 2007, British Canoe Union UK Kayak 1 star 2007, BCM Fundamentals of climbing 1 2007, GCSEs in Math, English and Science Sandown High School Isle of Wight June 2007, British Canoe Union UK 1 star 2006, RYA Competent Crew 2006, The London Sailing Project Scott award 2005.

**Key Skills:**

•Customer Service •Leadership •Google Docs •Operations and planning •Retail •Sales •Advertising •Design •Multi skilled trades •Management •Team building •Eye for detail •Proactive