**Viilas Kapur**

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**Personal Profile**

A hardworking and reliable person seeking employment in retail, administration and other work after completing my studies. I am approachable and conscientious in dealing with others and committed in my approach to work. I effectively as part of a team and alone. I have experience working in various customer service roles and I have worked in the music industry as a live and studio session musician, band leader and event organizer. I am a keen learner willing to undergo training and development to learn new skills and improve my personal and professional development.

**Employment**

***Retail assistant***

**Tesco Mather Avenue Superstore:** December 2016 to September 2021

* Daily stock routines across multiple departments and assisted colleagues with their IT tasks. I was able to process a large number of stock and hit performance targets
* Daily cleaning checks
* Merchandising
* Serving customers on tills
* Registered Green Cross first aider

**Smyths Toys Superstores Speke:** July 2016 to September 2016

* Unpacking, labelling and merchandising stock
* Cleaning the store including toilets
* Helping customers with their requests such as carrying large and heavy items

**Poundland Pyramids Shopping Centre Store:** March 2016 to May 2016

* Serving customers on the tills
* Upselling special-offer items
* Organizing and displaying stock

**Events coordinator and promoter:** June 2017 to Present

I have organised multiple live music events across the North-West, including “CatFest”. This involved booking acts, liaising with and hiring venues, sound technicians and door staff, promotion, ticket sales and running of the events.

***Licensed Charity Fundraiser***

**Home Fundraising (Liverpool):** November 2015 to December 2015

* Informing people about Cancer Research UK and signing them up to donations with high accuracy and speed
* Attending weekly training sessions

***Bar Back***

**Alma De Cuba:** September 2015 to December 2015

* Collecting glasses, supplying bartenders with glassware, changing casks in a high pressure environment

***Casual Hospitality Work in Various Agency Roles***

**Arc Hospitality Recruitment Solutions Ltd:** August 2015 to March 2016

* Drinks waiting/table service
* Kitchen porter/ pot washer
* Table clearing and table setting for silver service dining
* Simple bartending
* Food stand checkout operator

**Education**

**Liverpool Institute for Performing Arts:** October 2021 to June 2024

* BA (Hons) Music (Songwriting and Performance) 2:2

**Newcastle College:** September 2012 to June 2014

* BTEC Level 3 Extended Diploma in Music Performance

**Jesmond Park Academy:** English (C), Mathematics (C), Biology (C), Chemistry (C), Physics (C), Psychology (C), French (C) and Music (B). Level 2 BTEC in ICT

Other Qualifications and Training:

* **Green Cross First Aid Training:** Completed March 2021
* **Disclosure and Barring Service:** Enhanced Certificate Dated 16/03/17
* **Learndirect:** City and Guilds EL3 Customer Service Certificate 06/10/16
* **NCFE Level 1** : Completed August 2012
* **Polestar:** NVQ 1 in Organising Spectator Events Completed July 2011

**Volunteering**

**Oxfam Original Liverpool Bold Street Store:** January 2015 to May 2015. Shop assistant / cashier

**Newcastle City Library:** March 2010 to June 2014. Event coordinator / volunteer