**Nicole Shannon Allan-Chinemana**

 **Personal Statement**

I am a well-travelled, driven person who is passionate about different cultures and delivering exceptional customer service ensuring that the customer’s expectations are not only met but exceeded thus building rapport. Furthermore, I am a natural communicator who enjoys building relationships and who values the importance of teamwork, willingness and cooperation as well as having passion for the company that I represent. I approach all tasks with a ‘can do’ attitude thus having the ability to demonstrate consistency in achieving results.  **Employment History**

**August 2021 – Present**

**Bartender/Waitress Event Staff Scotland**

* Directing guests at Radisson Red Hotel, Citation wedding venue to tables
* Circulate the room with trays of appetizers and beverages
* Assisting with preparation setup and closing. E.g., packing away tables, tablecloths and place settings and buffets
* Conveying special instructions to the kitchen bar, taking orders and answering questions
* Protecting establishment patrons by adhering to sanitation

**July 2021 – August 2021**

**Events Assistant Celtic Park (Reed)**

* Driving and analysing profit performance of the kiosk
* Providing leadership during the hours of operation and supporting other kiosks when required
* Ensure all kitchens areas are kept ready for service and fully stocked as event day arrives
* Proactively assisting and upselling products to guests and VIP clients
* Managing queues and demand in an efficient manner
* Serving food & beverages from fast-paced retail units

**April 2021 - May 2021 Eco Save**

**Sales Executive**

* Setting sales goals and developing sales strategies.
* Researching prospects and generating leads.
* Contacting potential and existing customers on the phone, per email, and in person.
* Handling customer questions, inquiries, and complaints.
* Preparing and sending quotes and proposals.
* Managing the sales process through specific software programs.
* Building and maintaining a CRM database.
* Meeting daily, weekly, and monthly sales targets.
* Participating in sales team meetings.

**February 2021 – April 2021 Past Due Credit Solutions (Scottish Power)**

**Customer Service Consultant**

* Listening to customer concerns and providing information, answers, or responses.
* Taking orders and processing billings and payments.
* Obtaining and correctly recording customer information.
* Reviewing and making changes to customer accounts.
* Handling customer complaints and processing returns effectively.
* Keeping records of customer interactions.
* Ensuring customer satisfaction or referring customers to supervisors.
* Identifying opportunities to up-sell other products and services.

**June 2019 – July 2019 Prime Staff Recruitment**

**Receptionist/Administrator**

• Booking appointments for consultants and social workers

• Signing for deliveries

• Answering and forwarding phone calls

• Sorting and distributing post

• Being in charge of being centre stage of reception

• Meeting and greeting clients/visitors in sympathetic reassuring manner

**December 2017 - June 2019 24 Seven Talent**

**Beauty advisor/Fragrance specialist**

* Establishing strong relationships with clients for L'Oréal brands such as Urban Decay, Giorgio Armarni, Yves Saint Laurent, Lancome and Victor & Rolf.
* Following up, recommending new products and inviting regular customers to promotional events.
* Working independently and as a team to achieve sales goals
* Perform daily department maintenance tasks including stock work re-merchandising display price markdowns merchandise transfers and light cleaning.

**Freelance Projects**

**June 2016 – Present**

**Modelling**

* Promotional model worked on Snow Bound Film launch in Cannes
* Sportswear modelling in Portugal
* Worked as an extra for new Idris Elba film Yardie
* Worked on various commercial modelling assignments for Asda and Sky
* Worked as a hostess for Rock Boys Event Management Company.

**March 2017 – December 2017 The Red Lion**

**Bartender**

* Promptly served all food courses and alcoholic beverages to customers.
* Strictly abided by all state alcohol regulations, particularly in regard to intoxicated persons and minors.
* Accurately balanced cash register at all times.
* Skilfully anticipated and addressed guests’ service needs.
* Consistently adhered to quality expectations and standards.
* Accurately recorded orders and partnered with team members to serve food and beverages that exceeded guests’ expectations.
* Effectively used items in stock to decrease waste and profit loss.

**December 2016 – March 2017           Selfridges

Sales Associate                               Reason for leaving – Temporary work**

* Welcome customers with a smile as they enter premises
* Proactively ask customer how they can be assisted
* Provide customers with product information that they need
* Guide customers to the correct aisles
* Explain product features and warranty agreements
* Demonstrate the working of a product when required
* Provide information on daily deals and promotions
* Ensure that all products are well stocked and are easy to reach

**July 2016 – November 2016         Southend Airport

Bartender/Waitress                        Reason for leaving- Offered Temp Contract**

 **Duties:**

* Serving of customers including taking orders at the table and
ordering point, preparation of alcoholic, soft & hot drinks, waiting
on tables, operating the cash register and replenishing stock
* Providing and serving when required food & beverages to meetings
* Restocking the bar when necessary.
* Comply with all health, safety and hygiene standards and policies
* Record drink orders accurately into register system

**April 2015 – May 2016                   Barcode Recruitment (Event &
Festival work)

Bartender/waitress                            Reason for leaving – Relocation

Duties:**

* Collect money for drinks served.
* Check identification of customers to verify age requirements for
purchase of alcohol.
* Clean glasses, utensils, and bar equipment.
* Take beverage orders from serving staff or directly from patrons.
* Mix ingredients, such as liquor, soda, water, sugar, and bitters, to prepare cocktails and other drinks.

**September 2014 – April 2015                   Mellmead House (Redbridge/** **Thorpe Coombe Hospital

Receptionist/Administrator                   Reason for leaving – Temporary Work

Duties:**
•       Booking Appointments for Consultants/ CPN’s
•       Liaising with staff in other departments and with external contacts
•       Photocopying and printing various documents, sometimes on behalf of other colleagues
•       Organizing and storing paperwork, documents and computer-based information
•       Devising and maintaining office system
•       Using a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, Access
•       Using a system called Rio to complete patient information and put notes on patient’s profile.
•       Answering to the main corporate emails.

**August 2013 – December 2013                  CSC

IT 2nd line support engineer            Reason for leaving - Contract work

Duties:**
•       Floor walking, in important TFL buildings to be of help to people
 who have had new PC’s fitted
•       Processing of important deliveries
•       Going to various on call jobs in different parts of London
•       Fitting new PC’s in
•       Delivering excellent Customer service
•       Installation and connecting various external peripherals including
 printers, IPhones and Blackberry

 **December 2012 - April 2013              Rose Opticians

Receptionist/Optical Assistant          Reason for leaving – Career change**

**Duties:**
•       Booking patients in for an appointment using a computer management
 system called Optinet.
•       Putting frame information and invoices on a spreadsheet document
•       providing exceptional service during till transactions
•       Helping customers choose frames
•       Writing important emails
•       Performing PA work and going out of store to get specific things
 that were needed
•       Doing home visits with the Optimist
•       Cleaning office to ensure everything is organized and in place for
 the for the next day

 **Education**

**2007-2012                 Connaught School for Girls (GCSE)**
English                        B
Maths                         C
Science                       C
German                      C
Food Tech                  C
Drama                         B

**References available upon request**