

Curriculum Vitae

Jessica Oakes
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Driving licence: Yes

Nationality: British

Personal Summary

I am a positive dynamic and energised person. I always make sure business objectives are consistently met whilst also providing the highest levels of customer service and satisfaction possible. I can work well as part of a team sharing ideas and influencing others when required, however when the situation calls for it I can also act independently making sound and professional decisions in a pressured environment. I can drive others to work to the highest standard possible for myself through influence. I also can use my intuition to think of innovative ways to improve processes and drive ideas others have that I think are worth driving. I can diagnose and fix problems that arise quickly without sacrificing procedural correctness, and can be decisive when it comes to making sure company procedures are always followed by all to the highest standard. I am always reliable, punctual and focused when it comes to my career. In my spare time I enjoy attending the gym and spending time with family and friends. Whilst I enjoy doing well as part of a team, I also have a competitive edge to do well on my own also. I am experienced in a variety of fields such as catering, retail and charities. I am especially interested in organizations that consider the wider community and charities within their objectives.

Work experience

McDonalds (August 2013- February 2015). Team Member and Apprentice.

- Gained a wealth of experience in customer service skills, ranging from catering to customers with special requirements, handling complaints effectively and maintaining customer satisfaction and product quality in a stressful, busy environment.
- Worked shifts throughout the night and around the clock performing cleaning and heavy duty degreasing tasks.
- Used outstanding interpersonal skills to create good working relationships in a busy environment that demands proficient teamwork
- Used to working with colleagues from a variety of backgrounds and with a wide range of abilities and strengths Joined the Apprenticeship programme which helped me gain my service, cleanliness, quality and excellence badges and a Hospitality and Catering qualification.

Newcastle Aspire Lounge (February 2015 - January 2016). Seasonal Lounge Host

- Worked as a receptionist checking in a wide range of passengers including KLM/Air France, Emirates Business Class Holiday makers and VIP customers. This involved learning the Swissport Infonet system.
- Worked a variety of different shifts, earliest starting at 3am.
- Served drinks at the bar.
- Cooked food and cleaned a variety of dishes in the kitchen.
- Cleared tables and replenished stock throughout the lounge.
- Worked in Aspires Plus lounge, serving Emirates Business class passengers.

Newcastle Airport- British Airways Ticket Agent (January 2016-December 2016)

- Worked a check in agent for British Airways doing shifts between 4am - 20:30pm
- Helped to board flights
- Helped during disruption which included using my ticket agent skills to rebook/ reroute passengers flights.
- Regularly communicated with other airports and departments via telephone.

Newcastle Tesco Bank Document services (December 2016- June 2017)

- Mainly work sorting, opening, batching, scanning and indexing personal current account mail.
- Also sort and return customers cherished mail. This includes any proof of identification and address sent in by the customer.
- Being responsible for mail sweeps and getting mail ready to courier to other branches.
- Help out with credit card mail when the volumes are high.

Newcastle Tesco Bank Credit Cards department. (June 2017-present)

- Answering calls and dealing with credit card customers requests.
- Taking payments.
- Dealing with complaints.
- Completing balance and money transfers explaining interest etc.
- Answering any queries customers have about their credit card account and what Tesco Bank offer as a credit card company.

Academic Qualifications

Education:

- Apprenticeship Hospitality and Catering (2015) McDonalds
- BTEC Travel and Tourism Extended Diploma Distinction Distinction Merit (2012-2014)
- NCFE Cabin Crew Level 2 (2013) New College Durham, Framwellgate Moor.
- GCSE 4 A* 1 B 4 Cs (2007-2012) North Durham Academy

References: Available on request.

