Ellie reed

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# Personal profile

I am a very ambitious and keen to learn but also progress further knowledge and skills in the working industry. I am looking to embark on a successful career with an ambitious and successful company. I am very passionate and extremely hard working, reliable and also an enthusiastic person who loves new challenges when it comes to my job, having a bubbly outgoing personality makes me confident to form good relationships with my customers and also staff I work with, I like to do my best in the working industry and I love seeing others develop their skills and knowledge under my leadership.

# Experience

**Center Parcs- Receptionist/administrator**

My role in this job was to deal with bookings on the computer system such as, taking calls from customers to book them in for a slot and dealing with data on the system and deal with particulars deals we would make on that day, I made sure I was giving luxury guest experience as-well as hitting excellent sales targets. During my time here I made sure I gave my customers the best experience when coming to me by using my skills and knowledge I learnt throughout the working industry.

**Appleby Manor Garden Spa- Spa therapist**

My role at the garden spa is carrying out all the treatments that have been booked in on the day, I also assist the spa manager with retail and professional stock items as-well as staff rotas. Whilst working as a therapist I also help downstairs on the reception with calls and bookings due to me having excellent experience with customer service. I am also a fully Elemis qualified therapist which means I help train new staff and give them my best skills and knowledge I have learnt within this industry making sure they give their best services.

**AshdownJones- Client Executive Assistant (Estate Agent)**

My role at AshdownJones was working closely with clients and the delivery team to bring each home in the best way created, help negotiating and also bringing the beautiful homes to market. I would be with the clients during their whole experience with selling their home to make sure they are getting the best experience with us and forming a close bond with them.

# Education

**2020-2023 Carlisle college, Victoria place, Carlisle CA1 1HS**

NVQ Level 3 diploma in child care

NVQ Level 3 diploma in complementary therapies

**2015/2020 Kirkby Stephen Grammar School, Christian head, Kirkby Stephen CA17 4HA**

9 GCSES A-C including English, Maths , Science, Sociology and Media

**Elemis training 2023**

Certificates in Elemis training with Elemis freestyle deep tissue and pro-glow facial therapy course

**Other skills**

1. Strong customer service skills
2. Strong retail experience with the ability to hit high target sales
3. Ambitious and very good timing skills
4. High health and safety standards
5. Excellent organisation skills
6. Excellent problem solving skills
7. Leadership qualities
8. Ability to give excellent and ambitious team work