**Caroline Bulpin BSc (hons)**

2, St. Anne’s. Grove Hill, Mawnan. Cornwall. TR11 5ER.

07504803945 caroline.holistics@gmail.com Date of Birth: 10/06/1984

# Work Experience

01/09/21 to present day

Waitrose & Partners Ltd.

Tregurra Park, Newquay Road, Truro. TR1 1RH.

Night Replenishment Shop Assistant.

Undertaking all tasks dedicated to the night team. Receiving and unloading the delivery, working the delivery, stacking the shelves quickly, efficiently, neatly and in a tidy fashion, and date rotating stock. Using the IT system to work through online customer orders and selecting the products ordered, as a team picking approx. an average of 10000 items per shift. Rolling the back-stock and getting the store ready for the next day with care and attention. The night team work very dynamically involving a great deal of energy, enthusiasm and multi- tasking. This involves a great level of teamwork, ability to be flexible, quick thinking and efficiency, as well as moving with care and attention to detail.

05/21 to 1/22 and 05/22 to 01/23

Holiday management company, Newquay, Cornwall. (Sparklean/private)

Housekeeper/holiday let manager.

Taking an outstanding level of care to preparing holiday lets during the season. Providing customer service of excellence to ensuring the homes were in perfect condition and the guests were happy during their stay. Taking care of changeovers once to twice per week, always making sure the houses were immaculate for every stay, including adhering to Covid Health & Safety standards. This included all elements of cleaning, preparing linen/bedding, gardening, managing admin, keeping items stocked, ensuring aesthetics, and more. Using excellent professional communication skills to liaise with both my manager and the guests. Exercising a sharp eye for detail and using effective organisation skills to effectively run the holiday let business. Excellent reviews from guests were received.

01/19 to 03/20

Private Client, Devon.

Personal Assistant/ Support Worker

Working as a PA for a lady with Spinal Muscular Atrophy. This has been a broad and wonderful role. The client leads a very independent and productive lifestyle. This work really offered a gentle and subtle way of supporting. Tasks include using a hoist for physical transfers, personal care, all domestic work, helping to care for animals, gardening, cooking, helping with admin and the running of a business, social activities. The role involved any task that she needed assistance with, and it was important to be open, flexible and adaptable together with intuitive and respectful. As she is an independent and private person, it was most necessary to be a quiet, friendly presence rather than obtrusive which worked well for my nature. To be mature, calm and capable were also key qualities necessary in this position.

01/15 to (registered to 2019)

Consultus Care Agency, Tonbridge Wells, Kent.

Personal Assistant (Ad hoc)

Providing personal care to the client, enabling them to live an independent lifestyle. Living in their home so providing 24-hour support. Being a support for all aspects of life and work as guided and directed by the client. Organising schedules, planning days, meals, admin, helping with communication, emails, finances, working alongside family as required, shopping, helping with medical and health needs, abiding by care plans, helping with personal care, manual handling, organising holidays, wheelchair assistance, driving to appointments, aiding with physio, working with other carers to ensure rotas are in place and all needs are being met and ensuring concise notes are recorded. The utmost integrity and respect exercised at all times.

6/2010 - 08/2011

Caroline’s Holistic Retreat, Studio 31, Berkeley Square, Bristol

Owner and therapist.

08/2011 to present day- part time therapist for friends and family

Treated over 200 people in the first year of opening with many regular clients of different ages, histories and medical backgrounds. I complete thorough consultations, ensuring clients liaise with their GPs and other health professionals when appropriate and referred clients to them if necessary. I build a professional yet warm rapport with all clients, with excellent customer care skills, and make sure their course of treatment is personal to their needs. I give clients background knowledge into the treatments and explain the whole process ensuring they understand and are comfortable.

I look after all areas of the business, including advertising, bookings, general admin, accounts, stock, cleaning etc.

2007 – 2008

Cornwall Council Contact Centre

Customer Service Operator

Administrator and Customer Service support, working in a busy contact centre answering enquiries across a multiverse of council involved sectors. This included the library, roadworks, waste management, lifeline, and many others. Working in a diverse role and always having an excellent positive attitude whilst always being ready to answer any query across a wide range of possible issues. Responding using a number so systems simultaneously and having a high level of attention to detail and accuracy.

9/2006 – 09/2007

Atkins- c/o Cable & Wireless, Aztec West, Bristol.

Street Works Administrator and Customer Service @ c/o Cable & Wireless, Atkins, Aztec West, Bristol

Processing plant enquiries for various companies and councils, regarding the network of cables owned by Cable & Wireless. Informing clients of the positioning of the networks using large maps, grid referencing and extensive computer programs. This needed a high degree of competence, teamwork, admin skills, customer service and diligence in order to cope with the high volume of plant enquiries received. I regularly completed over time whenever necessary. Organisation is a key component of this job role and my good organization skills helped me to achieve a high level of efficiency. Excellent communication skills were exercised through online contact email, and telephone, as well as face to face within the team. I worked well under pressure to meet targets and was a valuable member of the plant enquiry team.

08/2009 – 02/2010 & 2001 – 2003

The Ferryboat Inn, Helford Passage

Front of house, waitress, bar person

Meeting and greeting guests with a warm and welcoming manner.

Serving guests to a high standard, but with a familiar and friendly rapport.

Being knowledgeable about products, menus, drinks and the local area.

Taking orders, running food, clearing, cleaning and laying tables, performing all duties behind the bar and settling payments.

During this time, I also received coffee training from Darlington’s Coffee.

05/2008 – 09/2008 & 05/2009 – 08/2009 (seasonal)

Pieminister Ltd. Bristol

Event and Festival Catering Assistant

Serving locally sourced high-quality food to a widely varied clientele.

Working quickly and efficiently within a team to ensure every customer is served promptly to a very high standard.

Up-selling products and having good mental arithmetic was important to calculate prices.

Setting up and closing down of the stall, loading and unloading of stock, cashing up and the general running of the stall during the events.

# Education

2020 - 2021

60 credits – Postgraduate- Sustainability (CAT) – Including the use of multi IT systems and all programs within Microsoft office.

10/22 – 02/23

8 week - Mindfulness Based Living Course

09/16 - 10/16

Satya Loka Yoga and Hridaya Meditation Teacher Training 200 hrs yoga alliance cert.

06/2010

University of Plymouth/ Truro College

VTCT level 3

· Holistic Massage

· Reflexology

· Indian Head Massage

· Aromatherapy

· Non-medical Nutrition

· Anatomy & Physiology

· Health & Safety

06/2010

University of Plymouth

Certificate in Higher Education

· Complementary Body Therapies

2003 – 2007 University of the West of England, Bristol. ·BSc (hons) Psychology with Health Science 2:2

2003 Truro College, College Road, Truro, Cornwall.

·AVCE Health and Social Care (AB)

· A/S Level Biology (C)

· A/S Level Psychology (D)

2000 Truro School, Trennick Lane, Truro, Cornwall.

·9 GCSE’s grade A-C including Maths, Science and English

01/02/23

I am currently volunteering at The Cove, Macmillan Cancer Support Centre on an ad-hoc basis in the café.

References available on request