**Curtis Toussaint Williams**

London, E2

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**PROFILE**

I am a dedicated, energetic, and flexible person with over 6.5 years of experience working for businesses in the private sector. In college, I earned a BTEC Business Management Diploma at Levels 2 and 3. I am a proactive, driven person that can function both individually and as a productive team member. I see myself as a very motivated, driven, and structured person who is driven to succeed and help business strive for success.

**EDUCATION**

GCSE’s – Maths - C, English - C, Design & Technology - D, ICT D, Science - D

BTEC - PE PASS

BTEC Level 2 Diploma in Business Management – Merit

BTEC Level 3 Diploma in Business Management - Merit Merit Pass

**SKILLS**

* Strong interpersonal skills
* Client and customer focused.
* Strong IT and presentation skills
* Human Resource Management, Document Analysis, Billing & Invoicing
* Excellent at prioritising and making decisions.
* Ability to work towards goals and targets.
* Strong organisational skills
* Teamwork
* Individual Learner

**EMPLOYMENT HISTORY**

**May 2023 – October 2023**

**Hotel Receptionist**

Park Plaza Victoria London

* While I was welcoming and checking in and checking out visitors. I was promoting an environmental system called the "eco project," the hotel aimed to cut down on the usage of cleaning supplies to save money on water and safeguarding the surrounding ecosystem.Through the project promotion, the hotel’s monthly water savings was approximately £1,500.
* Administrative tasks at work while adhering to my daily schedule, which includes answering emails about requests for invoices, forwarding emails to the appropriate department, filling out significant paperwork, ensuring that visitors sign the required documents and preparing the necessary documents for American Airline.

**July 2022 – May 2023**

**Receptionist/ Administration**

Fives Soccer

* Controlling every payment with PDQ and cash handling. Additionally, doing administrative duties such as receiving various phone reservations such as, single or block reservations, responding to emails containing questions and scheduling children's parties for the weekends.
* I distributed fliers around the neighbourhood to raise brand recognition as they were launching this new venue in London. This resulted in a 2% rise in new visitors and children parties.

**March 2022 - July 2022**

**Receptionist**

Ascott Citadines

* Encouraging guests to take advantage of the company's loyalty membership advantages, which include early check-in, late check-out, and complimentary night stays, in order to help them save more money on their visit, this increased positive reviews on trip advisor.
* Ensuring that every guest has a warm and inviting check-in and check-out experience. While carrying out administrative tasks, such as answering emails from visitors, printing off required paperwork and properly filing it, and keeping the front desk as tidy as possible to maintain a productive workstation.

**January 2021 - March 2022**

**Customer Service Assistant**

GameNation

* Handled and resolved customer complaints when customers felt they were being mistreated or felt they could not resist the temptation.
* Provided a high level of Customer Care to help customers with their gambling addictions. Which resulted to customers giving us positive feedback and reviews.

**January 2019 – January 2021 (Gap Employment)**

Sabbatical taken to recover from a leg operation. Out of employment due to Covid 19.

**July 2017 - January 2019**

**Customer Service Assistant**

JD Wetherspoon’s Hamilton Hall

* Help trained & supported varies new members of staffs until they were comfortable.
* Resolving customers queries on a face-to-face basis.
* Covering the tills on staff shortage days to help ease the workload from my peers and help the business have a successful day.

**January 2017 - June 2017**

**Customer Service Assistant**.

William Hill

* Collected payments over the till to ensure a much quick service.
* Handled and resolved customers queries.
* Provided a high level of Customer Care to help customers with gambling addictions.

**INTERESTS**

My favourite hobbies are watching football, travelling the world meeting different people, embracing their history and their culture. Other than that, I enjoy finding different ways to enhance my skills and learning many more skills that I can use during my day-to-day life and implement those skills at my job.