|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Debbrinnia Brown |

|  |  |
| --- | --- |
| Finsbury Park, Islington London N4 |  |
| 07704 260 910 |  |
| debs\_brown@outlook.com |  |
| www.linkedin.com/in/debbrinnia-brown-38b568a5 |  |

 |

A highly motivated individual, who is passionate about making a difference. Personable with customer service skills. Acts with integrity always and strives for the highest standards at work whilst maintaining a good sense of humor. Hardworking and committed to the task at hand. Eager to take on new challenges that enhance personal growth.

# Experience

Nov 2021 – to date

Bar/ Event & Waiting staff Brightsparks

Providing great customer service in a variety of hospitality and entertainment settings such as clubs, restaurants and event spaces providing drinks, taking orders and payments. Great attention to detail with logistical management on preparing and setting up venues. Main responsibilities include creating a welcoming environment, keeping the bar clean and well stocked and promoting specials and recommending drinks to suit customers’ tastes.

Nov 2021 – July 2022

Receptionist/ Lunch Cover Office Concierge

Managed customer experience by establishing great customer relations through providing high levels of customer care and services. Front of house, delivering a natural and yet exceptional five-star service to all customers through meet and greet and answering enquiries by telephone or callers to the desk in an efficient timely manner. Main responsibilities include receiving and safekeeping of all parcels/registered mail, issuing keys only to correct personnel and adhering to the site fire and emergency procedures policy through whilst always recording customers, external contractors, and visitors the signing in and out.

### April 2017 – June 2019

##### Document Controller Blu-3 London

Review, update and revise all company drawings and other construction documents issued by consultants and contractors through each stage of the project. Provided general administrative office support to ensure freedom to liaise with consultants/contractors and ensure all parties are working collaboratively. Additional roles include minute taking, training and development, printing and review/distribution and creating an accurate and comprehensive audit trail using BIW and Asite.

### Dec 2015 – FEB 2017

##### Receptionist/ Administrator London Agencies

General front house administration duties include sending correspondence, data management and keeping records within various Primary/Secondary academies. Organized and conducted reports for absence, attendance, and lateness. Database experience Wauton Samuels and SIMS.

### Dec 2013 – JUN 2015

Floating Housing Support Worker Hestia Housing, London

Initially employed as a floating support worker, seconded to Senior Support Worker and later as an ex-offender support worker. Provided person-centered support plan for a generic client group around tenancy sustainment and rehabilitation. Additional experience in senior management, recruitment, training, and inductions.

### Dec 2008 – JUN 2013

Healthcare Assistant Guys & St Thomas NHS, London

Provided service users/clients with daily personal care such as washing, dressing, feeding and medication across both sites and in a variety of wards, clinics, and surgeries. Additional duties also include vitals observation and diagnostic testing.

# Skills

Problem-Solving • Computer literate • Team player • Time management • Highly organized • Full Driving license • Attention to detail • Creativity • Adaptable, flexible, and available.

# Education

### 2020

##### Foundation BA (Hons) Criminology and Psychology Arden University, Holborn, London

### 2017

Level 1 Health and Safety in Construction Southwark College, London

2012

BTEC Level 2 Health and social Care Southwark College, London

2003

GCSE Including English and Maths St Martin In the Field, London

# References

Available on request