Gillian Mlilo

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As a knowledgeable and dedicated professional with over 4 years of experience in business management for a profit making organisation and project management for a non for profit organisations alongside having knowledge of customer service experience working with an agency learning on the job in different events as well as dealing with customers through selling food and drinks to them, selling them tickets for a concert and serving them food and drinks. Therefore the combination of my experience in addition to this opportunity would be mutually beneficial for your work force.

* Experience managing in business and projects for a non – profit and profit organisation
* Experience working in a variety of customer service agency job for different events
* Had a privilege of witnessing the growth of the business as it has sprouted and become regional
* I am always striving to deliver the best service with a smile
* Although I am dyslexic and dyspraxia I can overcome my challenges
* I am dedicated, keen and always willing to learn new skills

**Education & Qualifications**

**Psychology with counselling and therapies Bachelor Degree with Foundation**

University of Bedford 2017 -2020

 **Travel and Tourism NVQ 3:**

 Tresham College 2014 – 2015

**Air Cabin Crew NVQ 2:**

Ealing, Hammersmith and West London College 2013 – 2014

**Travel and Tourism NVQ 2:**

Northampton College 2011 – 2012

**Childcare and development NVQ 2:**

Milton Keynes College 2010 – 2011

**GCSE:**

Abbeyfield School 2008 – 2010

**Professional Experience**

**Royal Mail**

**Mail sorting**

December 2020 - November 2021

Distributing mail and packages to different postal codes

**Baxter Group**

**Barrister**

March 2019 - May 2019

* Serving hot beverages and meals to customers
* Stock counting
* Clearing up after work

**Quest Recruitment**

**Temporary Receptionist**

July 2017 – August 2017

* Making sure the kitchen is clean
* Distributing milk in every kitchen
* Sorting out mails and distributing them to the correct organisations
* Meeting and greeting customers
* Distributing parking permits to visitors

**Calvary Healing Ministries Int’l**

Secretary November 2015 – March 2018

* Sending out text messages to members about upcoming events and regular programme
* Announcing upcoming events and preparing for the events upcoming
* Taking down minutes in meetings
* Liasing with the director making sure that everything is running smoothly

Treasurer May 2017 – March 2018

* Keeping the finance book up to date
* Announcing the finance
* Depositing money into the organisation’s bank

**Events People**

**Customer Service**

May 2016 – August 2016

* Cash handling
* Stewarding
* Plate waiting
* Ticket selling

**Lily Care**

**Support Care Worker & Office Administrator**

July 2010 – May 2016

* Preparing and giving client’s lunch
* House cleaning
* Preparing tea time for client
* Answering telephone calls and taking relevant messages and transferring calls
* Responding to e-mails from clients
* Attending to generic queries from both clients and staff
* Filing and creating care plan books for new and existing clients
* Banking of received cheques and cash
* Preparing venues, presentation equipment and paperwork for training session

**Volunteer Experience**

**Diversitiuk**

**Voluntary**

August 2017 – September 2017

* Dealing with bookings for drivers
* Responding to e-mails
* Data inputting
* Shadowing training

**ScreenNorthants**

**Volunteer Researcher**

May 2016 – July 2016

* Social media researching
* Managing different media platforms
* Administrator

**Department of Work and Pensions**

**Work Experience**

September 2015 – October 2015

* Photocopying and laminating
* Meeting and greeting customers
* Dealing with general enquiries and relocating them to their appointed advisers
* Assisting the business support team by researching information

Preparation of files for new jobseeker claimants

**Hobbies**

* Writing
* Reading novels
* Quality time with family and friends
* Retail therapy
* Babysitting

**REFERENCES AVAILABLE UPON REQUEST**