

A multilingual, highly driven, and achievement-oriented individual, currently seeking a role in public relations (PR), marketing or communications to fully utilise skills and knowledge gained throughout past employments and education, as well as from the Masters' degree that will be completed in September 2023. Highly organised, flexible, adaptable and has excellent leadership, people and stakeholder management skills and communication skills. A team-player who is eager to bring technical skills, and passion for PR, marketing, and communications to the organisation. Geographically flexible and open to relocation opportunities to support organisational growth and success.

Key skills:

- Communications
- Marketing and Branding
- Public Relations
- Customer Relations
- Publishing Management
- Social Media Management
- Linguistics
- Translation
- People Management

Education and Qualifications

2022 – Present	MLitt Publishing Studies The University of Stirling, Scotland
2017 – 2021	MA (Hons) Scandinavian Studies (2:1) The University of Edinburgh, Scotland, and University of Oslo, Norway (1-year study abroad)
2011 – 2017	SQA National 5, Higher, Advanced Higher Braidhurst High School, Motherwell, Scotland
Other Qualifications	Scottish Personal License Holder

Professional Experience

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| June 2022 – August 2022 | Mixologist, Champagne Central Bar, Glasgow, Scotland |
| <ul style="list-style-type: none">• Collaborated with fellow staff members to maintain a clean and organised bar environment, contributed to beverage preparation, including stocking fridges, changing kegs, and crafting specialty cocktails from a unique menu.• Demonstrated strong mixology knowledge and outstanding customer service skills through recommending and guiding guests in selecting from a range of beverages, including champagne, wine, beer, and cocktails, to create a memorable and enjoyable customer experience. | |
| February 2022 – April 2022 | Bartender, NQ64 Arcade Bar, Edinburgh, Scotland |
| <ul style="list-style-type: none">• Consistently demonstrated a strong commitment to excellence by working frequent late nights and busy weekend shifts, adhering to a demanding schedule.• Multi-tasked and prioritised responsibilities, while also displaying adaptability and teamwork by proactively assisting colleagues as needed across various tasks, including cleaning machines and tables, counting tokens, restocking, and providing exceptional customer service while expertly crafting drinks to a consistently high standard. | |
| November 2021 – February 2022 | Trainee Manager, Red Squirrel, Edinburgh, Scotland |
| <ul style="list-style-type: none">• Managed a team of staff, oversaw rotas, conducted training, and delegated duties to ensure the bar and floor were consistently clean, fully stocked, and presented at the highest standard.• Displayed versatility and leadership by assuming managerial responsibilities such as closing the venue and cashing up, while also maintaining bar staff duties.• Provided excellent customer service by offering expert advice on drinks and collaborating closely with floor and bar staff to ensure seamless operations during shifts. | |

August 2021 to November 2021**Front Office Receptionist, Apex Hotels, Edinburgh, Scotland**

- Demonstrated a rapid uptake of knowledge and expertise in operating the Infor HMS system, ensuring strict adherence to policies and procedures while maintaining a clean, safe, and inviting reception area.
- Served as a reliable and knowledgeable point of contact for both guests and colleagues across various departments, managing guest and hotel information with efficiency and professionalism.
- Provided critical administrative support by skilfully responding to inquiries, managing phone calls, emails, and booking requests, and providing detailed information and scheduling assistance to guests.
- Achieved and maintained excellent organisational skills, ensuring streamlined operations and a seamless guest experience.

Additional experience:

June 2020 – July 2021

Customer Assistant, Morrisons, Bellshill, Scotland

September 2018 – July 2019

Customer Experience Assistant, William Hill, Wishaw, Scotland

October 2016 – March 2018

Front of House Team Member, KFC, Wishaw, Scotland

Additional Skills and Voluntary Experience

Skills

Administrative and Editorial, Design, Digital Publishing, Microsoft Office, Adobe Photoshop, Adobe InDesign, Adobe Illustrator, Infor HMS System, Social Media Marketing.

Languages

English, Norwegian, Swedish, Danish, and German

**Voluntary Experience
(Dec 2021 - Apr 2022)**

CERT Scotland – Played a key role in applying for organisation’s charity status, collaborating with other members to meet tight deadlines, filed necessary forms and researched grants to fund research into contraception, education, team expansion, and outlawing stealthing.