I am a highly-motivated 25-year-old History postgraduate seeking a position in the administrative and research sector. Driven, personable, and adaptable in nature, I bring strong communicative and organisational skills to the table from my educational and professional experience both in the UK and abroad. With a robust technical knowledge, and experience in various customer-facing roles, I possess a varied skillset that allows me to contribute to the best of my ability in any tasks I carry out.

ALISTAIR STEWART

4 Hardwicke Road, London, N13 4SG • Email: alistewart92@gmail.com • Tel. Nº: 07885 766 886

*Reservations Consultant*

**Norwegian Cruise Line**

Southampton, UK

Jun 2015-Aug 2016

Responsible for making sales and handling customer enquiries in both the English and German-speaking markets, using Salesforce. Handled high call volumes and ensured speedy, friendly service to all clients as part of a team. A crucial part of the position was to gain the client's trust to sell, upsell, and to assist with any concerns or queries they had with their bookings. Consistently one of the top bookers in the team, hitting revenue/conversion targets and was rewarded for high performance by representing the brand at the London Cruise Show in Feb 2016 to sell cruises to guests in person.

Responsible for handling students’ technical and academic queries regarding graduation and registering for the upcoming academic year. Responsible for three email inboxes, handling telephone calls, and providing academic references to potential employers. I also assisted the fast-paced graduation ceremonies, ensuring the event ran smoothly by efficiently distributing tickets, guiding students to their seats, and helping graduands with any last-minute queries.

* Microsoft Office Suite
* Salesforce
* Google Digital Garage



Having lived already in Germany, and travelling extensively around Europe, I like to experience and to adapt to new places. I have also just returned from a trip across the West Coast of the USA. I am a keen football fan, playing regularly in a 5-a-side team, and take a big interest in going to watch amateur football.

**ABOUT ME**

*HelpDesk Support*

*Technician*

**Wiley-VCH Verlag**

Weinheim, DE

Sep 2010-Aug 2011

*Ticket Office Assistant*

**Southampton F.C.**

Southampton, UK

Sep 2012-Jun 2013;

Sep 2014-May 2015

Along with four other team members, I was responsible for assisting a 200-strong company with their computer and technical issues, solving their problems in a foreign language. This involved dealing with the unexpected, as well as thinking on my feet in pressurised situations, whilst also liaising with my team members to ensure the publishing company ran smoothly.

I worked in a team to provide friendly and efficient customer service either on the telephone or in person to match-goers, such as selling and upgrading tickets and handling ticket collections. Responsibilities included handling cash, as well as engaging with fans and addressing their queries, concerns and issues, and in doing so providing friendly and helpful service in line with the Club’s high standards.

*Student Records*

*Administrator*

**City University of London**

London, UK

Jun 2017-Sep 2017

**PROFICIENCY**

English (Native)

German (Fluent, C2)

Spanish

(B1)

MA in European Jewish History with Distinction

Queen Mary University, Sep 2016-Dec 2017

BA in German and History with First Class Honours

University of Southampton, 2011-2015

3 ‘A’ Levels: History, German, Spanish

9 ‘GCSEs’, A\* to A including Maths and English

**EDUCATION**

**LANGUAGES**