

- Responsible for dealing with a wide range of business customer queries and providing information on a number of specific IBM.Com services
- Preparing data and other information required for meetings

Nov 2009 – Feb 2011

Citizen Advice Bureau

Volunteer Worker

Duties Involved:

- Providing advice and information regarding health, benefits, housing, debts, consumer and employment to people in local community
- General administration including completing paperwork, filing and photocopying

Jul 2006 – Nov 2009

IBM.COM Manpower

Team Leader/Manager

Duties Involved:

- Responsible for dealing with a range of business customer queries
- Providing information on a number of specific IBM.COM services
- Responsible for supporting Manger and analysing productivity and quality
- Arranging meetings and conference call
- Preparing data and other information for meetings
- Managing team, planning tasks and ensuring goals achieved
- Ensuring centre and site communications passed on to staff
- Ensuring training and coaching delivered to staff

Jul 2003 – Jun 2004

Mass Project County Hall

Linguistic & Cultural Mediator

Duties Involved:

- Mediator between local government authority and refugees and asylum seeker community ensuring equal access to the education system
- Interpreting and aiding language with documentation
- General administration duties completed

Education and Training

2009 – 2010

ILM training

- ILM Institute of Leadership and Management Certificate

2006 – 2009

IBM.Com in house training

- Customer Service certificate
- Cultural Awareness in International Context and the Work Place certificate

2002 – 2005

University of Luton

- BA (Hons) Linguistics: English Language & Media Arts

2001 – 2002

North Glasgow College

- NC Television Production and Operation

1993 – 1994

Dante Alighieri, Italy

- A – level Business Administration

Hobbies and Interests

I enjoy going to the cinema and attending concerts. I like creating art work, writing and travelling.

Excellent references available on request