

Michael Taylor

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Key Skills

- Significant face to face customer service experience.
- Excellent written and verbal communication skills, with C1 fluent proficiency in Dutch, Spanish and English, as well as knowledge of German and Afrikaans.
- High competence and confidence with I.T and technology in the workplace.

Employment History

Hotel Receptionist, Hotel Elcano, Málaga, Spain

(February 2015)

- I spent a week of work experience with this hotel in Málaga as a core member of the staff.
- Worked generally on the reception and bar. This was a demanding position which put me on the spot entirely in Spanish.
- Independently answered reception calls and served on the bar.
- Frequently translated from Spanish to English for English-speaking customers whenever necessary.
- Performed general upkeep in the hotel, including cleaning and making beds.

Farmers Arms Pub, Manchester

(December 2016 – February 2017)

- My role as a member of staff here included bar work, the opening and closing of the premises, as well as cleaning and tidying.
- This included transferring the customer service and communication skills gained at my previous employment in Spain into local, English-speaking surroundings.
- The environment was usually very fast-paced and led me to improve in high-pressure situations with time limits.
- Frequently I was responsible for all of these without assistance, which aided my independence in the workplace.

Altrincham Football Club, Cheshire

(January 2017 – present)

- As well as being a supporter of this club, my local team, I have volunteered as a turnstile operator on occasion.
- Also helped to paint the ground and performed other maintenance roles with other volunteers during the summer months.

Multilingual Customer Service Advisor, Parcel2Go, Bolton, Lancashire

(October 2018 – November 2019)

- I have worked remotely for Parcel2Go, a parcel price comparison website, as a live chat operator, assisting customers with whichever queries they have.
- I communicate with customers in Dutch and Spanish, as well as English.
- This is also a testing customer service role, in which operators can be in contact with up to 5 customers at any given time.

- This role was beneficial for my customer service and de-escalation skills, given that customers would frequently be stressed about the whereabouts of their parcels, or aggrieved that a parcel had been lost or damaged.

Production & Logistics Assistant, AQA Education, Manchester

(June 2019 – September 2019)

- I spent the summer of 2019, in between finishing my undergraduate degree and starting my master's degree, working full-time for the education awarding body AQA in their Production and Logistics department. This was while maintaining the customer service position with Parcel2Go through evening shifts.
- My role was within the Meetings team, who were responsible for making sure that all the correct exam material was retrieved and brought to the head examiners' awards and remark meetings.
- This was useful experience of teamwork in an office environment, which helped to improve my deadline management, quality control and my effectiveness in working together with many other teams in the office, as well as my own, in a frequently hectic environment.

Dutch Language Teaching Assistant, University of Sheffield

(February 2020 – July 2020)

- For the duration of the second semester of my MA in Translation Studies, I began to assist the weekly beginners Dutch speaking classes.
- This has improved my confidence in speaking in front of groups, as well as improving my patience in the workplace and explanation skills.

Education

University of Sheffield

(September 2019 – September 2020)

MA Translation Studies

Merit (provisional)

- Carrying on from my undergraduate language degree, I decided to go into postgraduate study, specialising in translation from Spanish and Dutch into English.
- This career-orientated course covered many key bases for entering into the professional translation industry, as well as many themes found in translations in this industry, including legal, medical and literary texts.

University of Sheffield

(September 2015 – June 2019)

BA Modern Languages (Dutch, Spanish, German)

Upper second-class honours with distinction in spoken Dutch

- I have achieved an upper second-class honours degree, with a distinction in spoken Dutch.
- Third year spent studying abroad in Groningen, the Netherlands and Valencia, Spain

St Ambrose College

(September 2009 – June 2015)

A-levels:

- Spanish – A
- General Studies – B
- Government and Politics – C
- Business Studies – D

GCSEs:

- 7 GCSEs, grade B-C, including Maths and English

Hobbies & Interests

I have always been an avid sports fan, having been a cricket player for my local team for over a decade. I have equally played for a local tennis club in the past. I am also a keen drummer, having played in bands during the past 5 years and having been involved in my old school's 'School of Rock' society, which plays at the school's awards night annually.