

# Carys Marshall

**A hard-working and fast-learning manager**



Creative and hard-working event manager with 3 years' worth of experience organising events and staff and over 5 years' worth of experience in customer service. I have achieved both, a Level 3 Extended course in Music Performance and Production and a Level 4 FdA in Music for the Creative industries and I am currently studying level 5 FdA in Music for the Creative industries. I am looking for an opportunity to expand my skills in the field of management.

## Personal Details

---

**Driver's License:** Cars

**Eligible to work in the UK:** Yes

**Highest Level of Education:** Certificate of Higher Education

**Industry:** Other

**Total years of experience:** 4

## Work Experience

---

### Senior Team Member

Greggs - Bradford

January 2023 to Present

### Shift Manager

Domino's Pizza - Bradford

February 2022 to Present

- I carry on with my duties as I did before as a Customer Service Representative: Making pizzas, preparing sides, dealing with customer orders and complaints, oven-tending and, routing deliveries.
- I now manage a team by creating a game plan that takes into consideration each strength and weakness of my staff to put them in an area that is best for them and the productivity of the shift.
- I have the ability to both open and close the store, meaning that I am a trusted keyholder.
- I can consistently carry out an accurate stock take and upload this data onto our system, along with checking, putting away and uploading the stock deliveries.

### Freelance Event Manager

Violet Live Events - Bradford

September 2020 to Present

- I love to plan and organise musical events, such as gigs and live streams.
- I create fundraising opportunities to achieve my budget.
- I have been networking with venues, artists and industry professionals to understand new and exciting opportunities for new events and funding.

- I enjoy creating social media posts for Instagram, Facebook and TikTok. Due to this, I have a high understanding of the way post analytics work and which platform works best for each event and idea that I have.

### **Promoter**

Sally Brown's Bar and Venue - Bradford

July 2022 to October 2022

- I reply to comments, emails and messages from potential artists and other clients wanting to perform at or utilise our venue.
- I book events and gigs.
- I create social media posts such as Instagram Stories and posts for both Instagram and Facebook.

### **Customer Service Representative**

Domino's Pizza - Bradford

November 2020 to February 2022

- I learned the toppings for each pizza on the menu and practiced how to make these without giving up until I created perfect pizzas every time. This includes stretching dough, asking sauce, cheese and toppings.
- I used my spare time on quiet shifts to prepare sides and toppings. This would mean developing a knowledge of best before and use by dates of each ingredient or menu item.
- I dealt with customer orders and complaints with a well-mannered tone and a willingness to help the customer be happy.
- I tended the oven, quality checking to make sure that all pizzas were up to the high company standard.
- I set the route for deliveries, packing the orders to check they were correct before sending them out to the customer door.

### **Volunteer Worker**

Sue Ryder - Bradford

July 2020 to November 2020

- I am constantly learning new skills at Sue Ryder. For example, I know how to adapt to certain shop conditions during the Covid-19 pandemic. Such as cleaning touchpoints and enforcing the mask law.
- I have acquired the skill of sorting and hanging clothes. This also includes putting stock onto the shop floor. This job is important as it is how we get the best quality stock. It means I need to make decisions about what things to keep in order to gain as much money as possible for the charity.
- I am also able to deal with customer questions and accept donations from them at any time, using the correct protocol. As well as turning them away politely when we are unable to hold their donations.
- I have also had experience on the shop floor decoding old stock from 3 weeks and earlier in order to make room for new stock to keep the shop floor looking fresh.
- I have found that I thrive behind the till because I am able to talk to members of the public and give them a friendly face to talk to. I would say that I was fairly good at selling Sue Ryder Lottery tickets and have started to build my own sales technique, which has helped me to develop the skill of upselling. Being on the till has also trained me in the skill of money handling.
- I have window dressed some mannequins with an autumnal theme to showcase the new season.

### **Administrator**

Dinsdales Estates - Bradford

August 2019 to March 2020

- Answering phones and emails with enquiries from tenants, landlords and other customers. This included problem-solving with regards to building faults such as leaks and pests.
- Distributing invoices to landlords of repairs and rent.
- Franking mail and delivering it to the post box.
- Making posters and brochures to advertise the newest properties.
- Constantly learning new things about the property market, especially the auction and lettings side of things.

### **Administrator**

Arrow Coach Travel Ltd

February 2017 to February 2018

- Answering phones to deal with enquiries about trips and bookings.
- Creating posters for the windows and brochures to hand out on trips and to members of the public who enter our office.
- Handing out confectionary and beverages on coach trips as an assistant stewardess. Including taking orders and building a rapport especially with regular passengers.
- Helping to clean coaches and refastening all of the seat belts.
- Inputting online bookings onto the system.

### **Freelance Teacher**

Bradford

- I have mentored two young girls in vocal techniques over Zoom video conferencing during the pandemic in partnership with the mentoring programme at BCB Radio.
- I have also taught basic guitar skills to both adults and children. This involved explaining how to sight read, and use tablature and chord charts.
- I have also shown a variety of children how to play basic melodies, chords and scales on the piano.

## Education

---

### **A-Level or equivalent in Music Performance and Production**

Bradford College - Bradford

Present

### **Certificate of Higher Education in Fda Music for the Creative Industries**

Bradford College - Bradford

Present

### **GCSE or equivalent**

Beckfoot Thornton - Bradford

September 2014 to June 2019

## Skills

---

- Microsoft Powerpoint, Microsoft Excel, Microsoft Word, Microsoft Outlook (10+ years)
- Logic Pro X (4 years)
- iMovie (1 year)
- Customer Service (5 years)

- CSR (2 years)
- Food Service (2 years)
- Shift Management (1 year)
- Key Holder (1 year)
- Fast Food (2 years)
- Adobe Premiere (1 year)
- Final Cut Pro (1 year)
- Promotion (3 years)
- Money Handling (1 year)
- Supervising Experience (1 year)
- Hospitality (2 years)
- Social media management (3 years)
- Social media marketing (3 years)

## Languages

---

- French - Intermediate

## Links

---

<http://digitalspace.bradfordcollege.ac.uk/10608053>

<https://www.instagram.com/violet.live.events/>

[https://youtu.be/4xpK\\_euzhXA](https://youtu.be/4xpK_euzhXA)

<https://youtu.be/MlJKLfvlsXA>

<https://youtu.be/gzvRzY3lb0A>

## Certifications and Licenses

---

### **National Citizen Service Graduation**

July 2019 to Present

Certificate to say that I took part in the government-funded scheme (NCS) for young people in the local community during the summer of 2019. This includes volunteering, team building and community workshops that allowed us to help local businesses. I worked with the Bradford Library, carrying out a children's workshop inspired by the anniversary of the moon landing. Afterwards, they said that we had given them more footfall and found that more of the public now had better knowledge of them.

### **National Citizen Service Graduation**

October 2020 to Present

Certificate to say that I took part in the government-funded scheme (NCS) for young people in the local community during the October half-term of 2020. This includes team building, leadership skills and

understanding different diversities, especially in my local community. This was carried out to further assist me with my student rep role at Bradford College, which I have been a part of for 2 years.

## Additional Information

---

- I was a student at Whiteley's Academy of Performing Arts in Halifax for 3 years.
- I took part in a production day at Leeds First Direct Arena on February 17th 2020, on which I learned about the industry from someone with over 40 years experience and observed the stage, lighting and sound systems being assembled.
- I took part in mentoring with BCB radio, where I helped two young girls with their singing for 40 minutes over zoom every week for a year.