

## Olivier Bird

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### Work experience

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#### **Apr 2021 – June 2021**                      **Bar staff, Echo Bar, Newcastle upon Tyne**

- Worked as part of a team in a busy city centre bar delivering high levels of customer service.
- Dealt with challenging customers and handled complaints, such as drinks returns.
- Trained new members of staff in customer service techniques, including product knowledge, understanding body language and communicating effectively during noisy periods.
- Responsible for handling electronic cash register transactions. Trusted to keep the safe keys while my manager was out.

#### **July 2020 – Sept 2020**                      **Kitchen Assistant, L'Escargot Gros, Newcastle upon Tyne**

- Developed the ability to work under pressure and under demanding conditions.
- Worked efficiently within a team of three to ensure that all food and utensils were prepared for the busy service period.
- Demonstrated a high level of attention to detail when preparing expensive ingredients.
- Responsible for cleanliness of the vegetable and seafood areas and contributed to the overall health and safety of the kitchen.

#### **Mar 2019**    **King's Gate Helpdesk Assistant, Newcastle University**

- As part of the Passport to Work shadowing scheme, provided assistance to visitors to the University as well as signposting students around the building.
- Enhanced communication and interpersonal skills while answering face to face and telephone enquiries.
- Dealt efficiently with all deliveries to the building and carried out a range of general administrative tasks, including recording visitor details.

### Education

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#### **2018 – 2021**    **BA (Hons) English Literature, Newcastle University**

- Developing strong communication skills through leading and participating in group discussions.
- Planning and organising workload to complete seminar assignments to weekly deadlines.
- Worked as part of a team of five to deliver a PowerPoint presentation. Kept the team motivated by arranging meetings to catch up on our progress.

#### **2011 – 2018 Newcastle High School**

**A Levels:**    English Literature (A) French (A) ICT (B)                      **10 GCSEs:**    Grades A\* - C

### Additional Skills

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- IT – proficient in Microsoft Office, including Word, PowerPoint and Excel
- Fluent in written and spoken French
- Full clean driving licence

### References

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James Vestas, Bar Manager, Echo Bar, 100 Chillingham Road, Newcastle upon Tyne, NE6 5RQ,  
0191 210 3254, [jamesv@echobar.com](mailto:jamesv@echobar.com)

Prof. Sarah Austen, Personal Tutor, Newcastle University, School of English Literature, Language & Linguistics, Newcastle upon Tyne, NE1 7RU, 0191 222 8708, [s.e.austen1@ncl.ac.uk](mailto:s.e.austen1@ncl.ac.uk)