**JANE DOE**  
Project Support Officer | Junior Project Manager | Project Coordinator

+44 (0)1111 111 111 | [janedoe@email.com](mailto:janedoe@email.com) | Kent, ME10 5BH | [www.linkedin.com/in/jane-doe/](http://www.linkedin.com/in/jane-doe/)

PROFILE

A creative, motivated and self-driven professional with extensive experience in the fine arts and customer service. A demonstrable history of being a fast learner with an impeccable work ethic, always looking to go the extra mile and hone existing capabilities while acquiring new proficiencies. Aptly certified in AgilePM and Change Management Foundation with PRINCE2 on a practitioner-level, a sure-fire candidate for a new, challenging role within the project sector. Eager to contribute existing expertise towards a forward-thinking, reputable organisation that values continued process optimisation, professional development and maximising opportunities for growth.

CERTIFICATIONS

|  |  |
| --- | --- |
| August 2021  **Change Management Foundation**  APMG International  August 2021  **AgilePM Foundation**  APMG International | July 2021  **PRINCE2 Practitioner**  PeopleCert on behalf of AXELOS  March 2021  **PRINCE2 Foundation**  PeopleCert on behalf of AXELOS |

EDUCATION

|  |  |  |
| --- | --- | --- |
| 2021 | **ITonlinelearning Ltd.**  Project Management Programme | 2020 | **Bermuda Triangle University**  Bachelor of Arts (BA) in Fine Art  [Upper Second Class Honours] | 2014 | **John Doe Sixth Form**  A-Levels |

SKILLS

|  |  |  |
| --- | --- | --- |
| **Hard Skills** | **Soft Skills** | **Technical Skills** |
| * Stakeholder Engagement * Project Documentation * Change Management * Project Management * Project Coordinating * Event Management * Staff Management * Risk Management * Photography | * Methodical Approach * Flexible & Adaptable * Time Management * Analytical Thinking * Customer Service * Problem-Solving * Deadline-Driven * Communication * Organisation | * Microsoft Excel * Microsoft Word * Microsoft Teams * Microsoft Outlook * Microsoft PowerPoint * Adobe Photoshop * Adobe Illustrator |

WORK EXPERIENCE

August 2018 – March 2020

**Crew Member**   *Company Name*

Duties and Responsibilities:

* Answered general customer queries regarding food or specials, resolving these efficiently and providing excellent customer service so as to increase customer retention rates
* Recorded orders with accuracy by repeating orders back to customers once placed, ensuring all special requests would be adhered to by staff in the kitchen
* Maintained a clean, sanitary and organised working environment in adherence to health and safety standards
* Welcomed hundreds of customers each day inside and at the drive-thru, delivering a fast and friendly service
* Greeted customers upon arrival, informing them of any specials or promotions running at the time
* Escalated complaints to senior management or Shift Supervisor for prompt resolution
* Organised and prioritised each task assigned to complete in a timely and efficient manner
* Accepted payment and accurately supplied change to customers where required to do so
* Worked as a team leader with good communication in order to achieve goals in a team.

**Key Achievement**

* Awarded Employee of the Month after only 2 months of employment.

VOLUNTEERING

2020

**Gallery Assistant**  *Bermuda Triangle University*

Duties and Responsibilities:

* Assisted with installation, including the packing, loading, hanging and framing of exhibits alongside artists and provided personal creative input regarding space and aesthetic appeal
* Assisted in planning the programmes of special and permanent exhibitions according to visitor needs, alongside the curator
* Worked with other staff, such as lenders, conservators, archivists and technicians on the promotion and interpretation of exhibitions
* Contributed to gallery development, especially in the area of visitor services, such as welcoming visitors and serving beverages
* Worked in conjunction with curators and other students to plan a long-term strategy for exhibitions
* Wrote or commented on story boards and labels as required to do so by artists
* Responsible for the timely open and close of the gallery.

HOBBIES & INTERESTS

* Competitive and recreational gaming
* Painting
* Continued development

LANGUAGES

|  |  |  |
| --- | --- | --- |
| **English** (Fluent)   * Speak * Read * Write | **Native Language** (Native)   * Speak * Read * Write | **Additional Language** (Basic)   * Speak * Read * Write |

REFERENCES

Available Upon Request.