######

**Name:** Ashley Dixon

###### PERSONAL STATEMENT

I am a hardworking, highly motivated, confident individual with exceptional multi-tasking capabilities. I have good communication and people skills along with the ability to lead and manage groups of people. I acquire a responsible attitude, I can work equally well alone or as part of a team. I can communicate effectively with people from diverse backgrounds and would be an asset to any employer who respects loyalty and responsibility. I am keen to find a challenging position with an ambitious employer where I will be able to continue to increase my experience & develop my abilities.

###### EMPLOYMENT

**April 2013 – Present
Anubarn-Surin School (TEFL).
Responsibilities and duties:**
Teaching English as a foreign language, writing lessons plans, correcting the school curriculum.
 **June 2011 - August 2011
Smoky Mountain Outdoors Unlimited** Work America (BUNAC) **Responsibilities and Duties**

Guiding customers down class 4 rapids white water rafting, Ensuring Health and Safety is maintained and monitored, Giving safety speeches, Delivering the highest levels of customer service.

**September 2010- February 2011**
**Durham University:** St. Marys College **Responsibilities and duties:**

* Food Service Assistant, ensuring students and guests receive courteous friendly, efficient service, maintaining a healthy working environment, ensuring a high level of attention to detail is maintained at all times, ensuring complaints and compliments are brought to the attention of the food service supervisor.

**December 2006- January 2010
J.D. Wetherspoons** Walkergate Leisure Durham, County Durham, DH1 1WA **Responsibilities and duties:**Bar Associate:

* Waitressing, taking food orders, dealing with customer complaints, stock checks, ensuring all glassware, cutlery and tables are clean, meeting the standards of CQSMA, attending to/ meeting H&S requirements.

 **June-August 2006**[**Durham Regional Passport Office**](http://maps.direct.gov.uk/LDGRedirect/MapDetailAction.do?datatype=passportofficesregional&dataref=2&backmapZoom=5&backmapLatitude=54.6738&backmapLongitude=-2.6807) Millburngate House, Durham, DH97 1PA **Responsibilities and duties:**Administration IND Department

* Processing Applications, securing the United Kingdom borders and controlling migration**,** managing border control for the United Kingdom, enforcing immigration and customs regulations, considering applications for permission to enter or stay in the United Kingdom, citizenship and asylum.

###### Work Experience

**July 2010**

**Karribuni Cottages, East Africa Kenya**

Voluntary Work

* Helped with studies, enforced customer service, explored new different cultures, missionary work.

###### EDUCATION & TRAINING

**Qualifications:**

* BA (Hons) Business Management & Administration (SECOND CLASS)
* Foundation Degree in Public and Community Services (validated by Leeds Metropolitan University)
* National Certificate, Level 3, Uniformed Public Services, 2008, 2 years MERIT, MERIT

**Additional Qualifications:**

* Contact Centre Professionals, Sunderland – City and Guilds Level 1
	+ Communications skills and personal impact
	+ Meeting customer needs
	+ Call management
	+ Customer service ethos
	+ Industry Awareness
	+ Selling and influencing skills
	+ Managing difficult customers
	+ Teamwork
* TEFL (Teaching English as a Foreign Language)160hours - Combined TEFL Course
* 11 GCSE’S
* Key Skills in Communication & Information and Communication Technology, Level 1&2, 2009, PASS

**REFEREES**

**Available on request**