

HEATHER GREIG

Name: Heather Greig

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Personal Statement

I am an upbeat and outgoing individual with a large amount of experience working with people of all ages, from all walks of life. I stay calm in stressful situations, and am always friendly. I have good attention to detail, and believe that if a job is worth doing, it is worth doing it to the very best of my ability. I have a lot of administration experience, and am confident with computers, especially Microsoft office systems. I also have experience in customer service and target based sales.

Educational Qualifications

BA (Hons) Film and Television Production Edge Hill University. Graduated July 2010.

Classification 2:1

Modules covered all aspects of production, as well as several specialised genres. Developed my ability to work both individually and in a team, formulate budgets and project timetables, and showed a huge amount of attention to detail and strong communication skills.

Other Qualifications/Skills

A Levels Film Studies (A), Drama (A), Psychology (A)

AS Levels Media: Communication and Production (A), English Literature (B), Critical Thinking (C)

GCSEs 11 A* / A Grades, including English and Maths

High Level of Computer Literacy

63wpm touch-typing, confident with both Windows and Mac systems and able to transcribe from audio. Highly confident with all Microsoft Office programs as well as more specialised software such as Adobe Photoshop. Knowledge of simple HTML coding, website designing and upkeep, and graphic design. Basic understanding of hardware and the ability to diagnose and fix simple hardware and software problems.

Experience and Employment

Barclays Bank – Customer Service Adviser/Cashier (November 2010 – Present)

- Able to deal with complex customer queries and problems in a polite and efficient manner, both in personal and via telephony.
- Ranked in the top 25% for regional sales leads.
- Ranked top in branch for processing accuracy.
- Work in a security conscious manner, and ensure that both company and customer confidentially is strictly observed.
- Responsible for extra administration duties, such as data collation and word processing, ordering of supplies, and IT upkeep and maintenance.

Premier Bowl and Laser - Barman/Bowling Supervisor (August – November 2010)

- Creating a friendly atmosphere at the bar, whilst maintaining a professional manner in relation to drunkenness and age verification procedures.
- Being aware of all customers, and offering assistance and advice when required, especially in relation to children or older guests who may be struggling.
- Ensuring all health and safety procedures are followed.

RollingSound/PGL Holidays – Film Teacher (July – August 2009)

- Worked to strict deadlines, and completed all admin work for the course, including weekly reports and collating feedback data.
- Developed communication skills and diplomacy. Kept young people motivated and interested throughout the course, in order to keep a good atmosphere and high morale within the group.
- Frequently adapted to changing circumstances at short notice, showing my initiative on a regular basis, being flexible, and solving problems.

RDF Television – Transcriber (June 2009)

- Produced work fast and accurately, to a consistently high standard
- Used my initiative to find new tasks when directors were unavailable to assign me work.
- Prioritised my workload, as I often had several tasks to be completed at the same time.

Exposure Post Production – Runner (May 2009)

- Served refreshments, completed deliveries, digitised footage and processed file conversions.
- Maintained a friendly and professional attitude at all times, especially under pressure and in stressful situations.
- Answered telephone calls, dealt with customer queries and completed admin work, such as delivery sheets, petty cash slips, accounts and invoices.

Thorpe Park – Admissions Host (May – September 2008)

- Worked as part of the admissions team, selling tickets, issuing annual passes and manning the admittance gate.
- Completed target based sales work, selling annual pass upgrades and other ticket add-ons.

Toys R Us – Cashier/Refunds Clerk (September 2005 – September 2007)

- Worked as part of the tills and customer service team, serving customers, answering the phone and dealing with refunds and customer complaints.
- Was commended for both my high level of till point sales and loyalty card signups, and received a certificate for playing an active loss prevention role.
- Often trained new staff to use the tills and to run the customer service desk.

Other Interests

I recently helped to promote and raise money for a local independent film company, who raised over £15,000 in donations to fund a feature film project. This involved spreading awareness over social media sites, such as Facebook and Twitter, as well as gaining endorsements from celebrities, such as Mark Hamill and Mark Millar.

I compete in script writing competitions, where I am regularly placed amongst the top 10. As part of these competitions, I also regularly take part in peer editing and reviewing. As well as this, I am a keen photographer and graphic designer who has a large online portfolio of stock images for sale, and have completed commissioned work, such as actors headshots. As a hobby ukulele player, I am a member of a local ukulele group and have performed in small gigs in local bars.

References Available Upon Request