

JULIE ELIZABETH TAYLOR

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SUMMARY

Enthusiastic, customer-centric individual with significant customer service experience. Highly organized, detail oriented and with a professional demeanor, used to acting as the representative of the business to the public and other organizations. Strong communication skills both verbal and written.

EDUCATION

TEFL Qualified

MA Archaeology for Screen Media, Bristol University 2011

BA Hons Archaeology & History (2:1), Leicester University 2010:

Queen Mary's College, Basingstoke, 2005-2007

A-Levels: Ancient History (B) English Literature (B) Photography (B) Philosophy (C)

Media Studies AS Level (B)

Cranbourne School, 2000-2005: 9 GCSEs A*-C

RECENT WORK EXPERIENCE

June 2015 – Present: Visitor Services Warden, Buckingham Palace

- Front line customer service position, dealing with all customer enquiries about sites and surrounding areas.
- Enforcing security measures through baggage checks, metal detecting, ensuring customers and Royal Collection objects are protected.
- Sharing historic and site knowledge with visitors.
- Writing and giving guided tours and specialist talks at a number of sites.
- Providing support for evening and specialized events, including greeting VIP guests incl. diplomats and members of the Royal Family.

Oct 2014 – June 2015: Administrator with Office Angels

- Administrative and Reception roles on an ongoing basis.
- Organising and raising purchase orders.
- Customer service and communication with customers.
- General administrative and filing duties.

Feb 2014 – Sep 2014: Assistant Buyer for AWE and Emcor Facilities Services

- Organising subcontractor contracts for MOD and AWE personnel
- Negotiating equipment and labour costs in procurement
- Raising purchase orders for clients at AWE
- Liaising with suppliers

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June 2014 – Oct 2014: The Rose Theatre Bankside, Volunteer

- Promoting the re-excavation and reconstruction of The Rose.
- Communicating with visitors and tour Guiding.
- Booking and promoting events and fundraisers.

Nov 2013 – Feb 2014: Office Angels position with the NHS

- Processing patient files for GP's in 3 counties.
- Filing GP notes.
- Organising patient notes for new patients and babies.

Sept 2013 – Nov 2013: Basingstoke Stroke Association, Volunteer

- Assisting art classes, helping survivors with personal projects – mixed media including ceramic.
- Helping those with mobility and speech problems, and providing a relaxed social atmosphere.

Feb 2013 – August 2013: TEFL Teach and Travel China

5 months practical teaching in a Chinese school

- Lesson and activity planning
- Teaching with a focus on improving students oral English skills (class based & one-on-one)
- Pastoral care responsibility

May 2012 – Dec 2012: Historic Royal Palaces: Hampton Court Palace Maternity Cover

Position with the Contact Centre as the first point of contact for all telephone and email customer enquiries and ticket sales. Duties included:

- Answering phones, email and other customer communications
- Giving out information on current events and exhibitions.
- Organisation of group visits and guided tours and other administrative duties.

Mar 2012 – April 2012: Thames Water Ltd – Temporary Contract

Position within Contact Operations Centre

- Providing the best possible customer service dealing with a large volume of complaints.
- Additional responsibilities in providing self-help for customers, directing claims to correct channels.

2012 – 2013: Reading Museum, History Pin Project Volunteer

Continuing existing photographic and media projects involving local communities.

- Making contact with local projects and community members, involving them in the creation of a photographic 'memory board'
- Recording and archiving public photos.
- Discussion of new media techniques and new ways of involving the public.

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April 2011: Channel 4 Time Team, *Intern*

4 day internship involving training in camera and sound work. Producing information to be used in interviews and on site discussions.

OTHER EXPERIENCE

2010 – 2011: Paperchase Ltd, *Retail Assistant*

2006 – 2007: WH Smith Ltd, *Retail Assistant*

2006: Conkers Garden Centre, *Retail Assistant*

2005 – 2006: British Home Stores, *Retail Assistant*

2000 – 2005: L'Ecole Francais, *Teaching Assistant*

Teaching young children (Aged 3 – 11) basic French conversational skills and, at a more advanced level, foundations of French grammar.

ADDITIONAL SKILLS

- TEFL – Teaching English as a Foreign Language qualified
- Intermediate Level French (written and spoken).
- Beginner Level Mandarin (ongoing)
- Good knowledge of Word, Powerpoint and Excel.
- Experience in film making and photography including camera equipment and IT software

INTERESTS/OTHER ACTIVITIES

- Member of the University of Leicester Outreach association 2010
- Vice President of the University of Leicester Archaeology and Ancient History Society 2009:
- Member of the University of Leicester Photography Club 2009-2010: Social Photographer for Leicester University Student Union:

References available on request