

Anna (Carline) Hill
36 Hardrada Way
Stamford Bridge
York
YO41 1LT
T: 07926507877
annaleighhill@outlook.com

An innovative, creative and people focused Displays and Maintenance Manager with a proven track record of success in the design and install of sets within a 360 environment.

With over 12 years' experience working in a fast paced visitor attraction I have obtained and developed a wide and varied skill base, which compliments my education. I am responsible, well-organised and reliable, willing to learn new skills as well as bring extensive experience to your organisation.

Experience

Displays Manager.

(September 2005 – present)

- Transformational leadership of 1 permanent employee and up to 35 seasonal employees
- Fully responsible for Costume and make up standards, training and stock.
- Accountability for health, safety and security on site
- Product management, including guest experience and development
- Duty Manager trained
- Full P&L and budgetary responsibility for the business
- Contractor management
- Project Management of capital investment shows from concept to delivery
- Ability to research, create and prepare historically correct costumes & props
- Ability to research, design, theme temporary seasonal shows
- Capable of character, script and set development
- Resourceful, creative, forward planning and delegation skills

Key achievements –

- Celebrated 91% engagement through Merlin's internal employee survey
- Achieved 99% guest satisfaction
- Requested to support new developments within the company. These have included designing all new costumes for the San Francisco Dungeon and for the Singapore Madame Tussauds development.
- Undertook role of Health and Safety Manager for the attraction
- Achieved 98% on site Health and Safety audit
- Developed best practice health and safety, crisis management training documents

Other roles

- Sure Start , Hull – Teaching Volunteer
- Blackpool Pleasure Beach, Blackpool - Prop Designer
- ITV Productions – Prop Designer

Education

BA (hons) Entertainment Craft Design	Cleveland College of Art and Design 2002-2005
Foundation Qualification in Art and Design	Riley College, Hull 2001-2002
A-Level Fine Art	Riley College, Hull 2001
GNVQ Art and Design	Riley College, Hull 1997
BTEC National Diploma in Art and Design	Riley College, Hull 1998-1999
First Aid at Work	York 2015
Fire Safety Training	Blaze Fire Safety 2017
Communicating with Impact	Merlin Entertainments, 2012
IOSH Health & Safety Qualification	York, 2012
Casualty Special Effects master class	Charles Fox, London 2016

