

Callum Wilson

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Personal statement

I am a highly motivated, adaptable and hardworking individual, who has an uncommon amount of experience within the work place both creatively and professionally. I am currently looking for my break into the film industry where I can develop my hobby into a career. I have worked on many micro-budget film sets and have a great deal of experience across multiple roles on set, I believe this makes me very well rounded.

I currently work in a high stress, problem solving environment, but I am looking for a rewarding role for myself within the film industry.

Key Skills

- Advanced problem-solving skills
- Accomplished communication skills, both written and verbal
- Ability to take initiative and work well under pressure, ensuring strict deadlines are met
- Customer Service
- High Level Complaint Handling
- Flexible, whilst maintaining enthusiasm and commitment to each project
- Proficiency in all areas of Microsoft Office, including Access, Excel, Word and PowerPoint
- Experience with cameras and lenses including their care and maintenance
- Use of the Adobe Suit, specialising in Lightroom, photoshop and Premier
- Food Health and Hygiene – Level 2 Certification

Education

Colchester Sixth Form College

(2014 – 2017)

A-levels:

- Computer Science
- Film Studies

Colne Community School and College

(2004 - 2010)

11 GCSEs, grade A-C, including Maths (B) and Triple Science (BBC)

Work Experience

Front of House, The Black Buoy Trading Company, Wivenhoe

(April 2014 – February 2018)

Being my first job, I worked my way up from Kitchen Assistant to Front of House over 4 years. This climb has given me a wide range of skills and has allowed me to develop a good ability to work under pressure in multiple environments. These skills include:

- Money Handling
- Food Safety
- Customer Service
- Knife Skills
- Food preparation skills
- Stock Rotation
- Stock handling
- Team work

During my time with them, I also gained my Food Health and Hygiene – Level 2 certification.

Assistant Stage Manager, Stainsby Festival (*Volunteer Work*)

(July 2017)

At Stainsby Festival, I worked alongside the Stage Manager as part of a small team in a high-pressure environment; assisting artists and other volunteers wherever necessary.

Production Manager, Berwyn Films (*Unpaid and Paid Work Experience*)

(August 2012- Present)

For 6 years, I have overseen, produced and managed many award winning short films and music videos, which have amassed over 300,000 views in total on YouTube and lead to the invitation of our crew to the Miss Spain finals in Barcelona.

Due to the small crew, I am expected to take on multiple roles during filming ranging from 1st Assistant Director to Production Assistant all while continuing to manage the crew. I gained many skills from Berwyn Films, these include:

- Lens Care
- Camera Care
- Grip
- Lighting
- Photography
- Focus Pulling
- Gaffing

Customer Service Agent, The Times and The Sunday Times/Q LIVE (GFM Clear Comms)

(May 2018 - Present)

For the last few years, I have distinguished myself in customer service and adaptability. Starting in the Live Chat and Email Team, I learnt and developed my skills in customer service and complaint handling. After routinely outstanding performance, where I regularly met any and all targets that were set to for me, I was then moved onto a project called Q LIVE.

Q LIVE was a short project. However, in the short time we ran the contact centre I demonstrated my adaptability in taking on a new project on top of my current workload. This adaptability would then lead me to my next stage within GFM Clear Comms.

Customer Service Agent, The TLS (GFM Clear Comms)

(May 2019 - Present)

In May 2019, less than one month after Q LIVE's closure, I was placed onto a new project. This project is the TLS. I was handpicked among 8 other agents and we were trained to head a new contact centre. Through my own research, ingenuity and initiative, I assisted in the development of training guides and materials to assist current and new agents through their work. These materials would then prove to be vital to our Centre's operation to date.

In light of my work, I began to manage, investigate and resolve high level customer complaints and liaise with clients on a regular, if not daily, basis. For my skills, I have been awarded many commendations, incentives and hand written letters from senior management and customers regarding my work within this role for the quality of service, performance and my overall ability. Most notably, I have received praise and letters of gratitude from Stig Abell, our Editor.

References

References are available on request.