

# ***Cait Gilfellow***

RUNNER / PA  
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I am an energetic, friendly, determined individual who has a high level of communication skills. This has allowed me to work well in teams and develop a can-do attitude with any task presented to me whilst on location. I am also extremely organised which has allowed me to thrive on set. I am primarily Manchester based, however also have bases in London and the North East.

## **HOMEmcr – Customer Service Assistant – October 2018 to Present**

- Delivering an excellent customer experience, helping customers choose the right product and/or service for their requirements both in person and over the phone
- Greeting customers on arrival and ensuring their safe departure from the building
- Distributing track and trace forms, face masks and hand sanitiser to assist with COVID-19 compliance
- Ensuring that foyer, cinema, gallery and theatre spaces are sanitised and COVID-19 safe
- Organising and checking guest lists and ticket sales to ensure customers enter the correct spaces
- Liaising with artists and art buyers during the Manchester Open Festival 2020
- Liaising between notable artists and fans during ticketed meet and greets
- Taking inbound calls, dealing with questions efficiently and effectively and inputting data into ICT systems
- Giving customers the correct advice, and after understanding their needs, up-selling services and turning objections into sales opportunities
- Assisted in training new members of staff
- Cold-calling customers during the COVID-19 closure period to deal with refunds and promote donations
- Maintaining a friendly manner and calm, positive demeanour when handling complaints

## **Gold Arrow Camp – Assistant Media Director / Camp Counselor – June 2018 to September 2019**

- Daily scheduling of the Media team to ensure all 300 campers were photographed daily during activities
- Assisted in training new members of staff
- Creating and uploading content to the camp website and parents' portal multiple times per day
- Liaising with parents via email and telephone
- Maintaining a friendly manner and calm, positive demeanour when handling complaints
- Creating graphics through Adobe InDesign
- Operations management in rural locations
- Care and organisation of 10 campers aged 12-15. Making sure they kept to their individual schedules
- Running campfires and activities for campers aged 6-15

## **Other Relevant Experience**

- **University of Salford** - Camera Operator / Director of Photography - 2018-2021
- **University of Salford** – Production Designer / Costume Co-ordinator – May 2020
- **University of Salford** – Director / Producer – September – December 2019
- **University of Salford** – Advertising Designer / Social Media Manager for Film Festival – December 2018

## **Relevant Education And Qualifications**

University of Salford – BA Hons Media and Performance – Currently Studying  
Gateshead Academy of Performing Arts – Level 3 BTEC Extended Diploma Musical Theatre – D\*D\*D\* – 2014-2016  
Royal Academy of Dance – Grade 8 Classical Ballet – Distinction - 2013

REFEREES AVAILABLE UPON REQUEST

\*GDPR Notice- I consent to my CV and info being kept on file and distributed for recruitment purposes