

Eliza Todd

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Profile

A reliable and confident individual with high energy and a positive outlook. I am enthusiastic, ambitious and organised, and can work excellently both within a team and independently. After studying for my GCSEs remotely during the pandemic, I relocated to Leicestershire where I completed my Level 2 Diploma in Beauty Therapy and Level 3 Diploma in Media Makeup. Alongside studying, I held a number of customer-facing roles and have experience across both retail and hospitality sectors. Since moving back to Devon/Cornwall, I am fully flexible and now looking for a full-time role to exercise my skillset.

Key Skills

- Able to communicate calmly and confidently, with a friendly and approachable manner
- Highly organised, punctual and dependable with an eye for detail
- Focused and self-motivated; able to work efficiently and with competing demands
- A real team player and can work effectively and collaboratively with varied teams

Employment History

Christmas Temporary Customer Assistant at Marks & Spencer, Plymouth (*November 2024 – January 2025*)

- Serving customers both on the shop floor and at service points
- Keeping the store clean and tidy
- Restocking shelves and filtering through old and new deliveries
- Regular stock rotation and waste reductions

Warehouse Administrator at The Muzzle Movement, Melton Mowbray (*September 2023 – August 2024*)

- Fulfilling orders, shipments and processing returns
- Provided customer support via telephone and email
- Printing, filing, scanning and storage of order documents (following GDPR protocols with sensitive customer data)
- Designed and created social media content for use across business platforms

Bar Assistant at The White Lion, Melton Mowbray (*January 2023 – April 2023*)

- Collecting and cleaning glassware across venue
- Public facing and demanding role in busy bar
- Supported various shift covers, from front of house to kitchen

Retail Assistant at Twinlakes Park, Melton Mowbray (*September – October 2022*)

- Provided excellent customer service, processed transactions and refunds and assisted with customer queries and complaints

Classification: UNCLASSIFIED

- Processed store deliveries including tagging and pricing stock, and stock inventory checks
- Performed daily opening and closing functions of the gift-shop
- Merchandised stock and arranged seasonal displays to drive sales

Waitress at Stoke Café, Plymouth (April – September 2022)

- Managed front counter, took customer orders, served food and drinks to tables, worked closely with the kitchen staff to ensure timely and professional service
- Cleaned and organised food racks, always maintained exceptional hygiene standards, rotated chilled stock for safe food service
- Supported with the efficient operation of the café including set-up and close-down, remained positive, calm and adaptable in a fast-paced, demanding kitchen environment

Education

College Qualifications - Diploma

- VTCT Beauty Therapy at Melton Mowbray Campus (Qualified 2023)
- VTCT Fashion, Theatre, Media Hair & Makeup at Leicester College Freemans Campus (Qualified 2024)
- Functional Skills – Maths

GCSE's Notre Dame Roman Catholic Girls School, Plymouth

- English Language (Grade 5) and English Literature (Grade 4)
- Maths (Grade 4) and Science Trilogy (Grade 4)
- Geography (Grade 5) and Religious Studies (Grade 4)
- Art (Grade 5) and PE (Silver)
- BTEC Child Development (Distinction)

Hobbies & Interests

I love going for long walks and being active outdoors, having recently taken up bodyboarding. Additionally, I've always been very creative and often express this through painting, photography and photo editing.

Other

Fully flexible

Full and clean driving licence

DBS checked

Proficient in MS programmes (including Teams and Word)

References available on request