

Cameron Teagles

I am a hardworking and motivated young professional with a broad range of experience within a variety of customer service sectors.

I have proven my ability to consistently deliver quality customer care in challenging, fast paced environments whilst remaining calm and composed.

- Excellent customer service skills
- Ability to maintain a high standard of work within high-pressure environments
- Multi-tasking skills

Email: teaglescameron@gmail.com

Mobile: +44 7496 947420

D.O.B: 18/04/2001

Home Address: 71 Thornhill Drive, Nuneaton, CV11 6XG

LinkedIn: [Cameron Teagles](#)

EDUCATION & ACCOMPLISHMENTS

De Montfort University (2020 - 2024)

BEng

VisualEffects BSc (Hons) Graduate

King Edwards VI College (2017 - 2019)

BTEC

Level3Extended Certificate in Applied Science, A-Level Chemistry, A-Level Physics.

Hinckley Academy & John Cleveland Sixth Form Centre (2015 - 2017)

GCSE's

Achieved 8 GCSE's A-C, including Spanish (A*), Chemistry (A), Physics (A).

Full & Clean UK Driving License (2018)

National Pool Lifeguard Qualification (NPLQ) (2018)

Fluent in Spanish

HOBBIES & INTERESTS

- Gaming
- Music
- Travel
- Films

EMPLOYMENT HISTORY

OdeonLuxe - Leicester

November 2022 - Present

Cinema Host

As a cinema host, I provided exceptional customer service and ensured the smooth operation of cinema events, screenings, and events for diverse audiences. My key responsibilities included greeting guests, facilitating ticket sales and promotions, handling customer inquiries, and maintaining a clean and welcome environment for patrons. I effectively managed cash handling, inventory management, and maintained a high level of customer satisfaction, often resolving issues and exceeding customer expectations. Through this role, I developed excellent communication and problem solving skills, as well as the ability to multitask and work in a fast-paced environment. I am confident that this experience has equipped me with valuable skills that will enable me to succeed in a variety of customer-facing roles.

Livingwell - Hilton Coventry

August 2022 - October 2022

Leisure Assistant

I was responsible for the management of the main reception desk within the club. This involved communicating with clients face-to-face and over the phone to make bookings, deal with general queries, and altogether maintain good customer relations by ensuring each client received friendly personalised service.

This role also necessitated being familiar with a large inventory, as well as general till management and ensuring that sales targets were met while upholding good customer service.

My role also involved management inside of the club. I was responsible for the monitoring, cleaning, and overall safe preparation of the changing rooms and pool area while supervising swimmers and providing general assistance.

Juvenate - Hinckley Island Hotel

March 2019 - October 2021

Lifeguard / Leisure Assistant

In this role I was employed on a long-term zero-hours contract basis to meet seasonal business needs within the leisure department of the Jury's Inn Hotel Hinckley.

I was responsible for the management of the main reception desk within the club. This involved communicating with clients face-to-face and over the phone to make bookings, deal with general queries, and altogether maintain good customer relations by ensuring each client received friendly personalised service.

This role also necessitated being familiar with a large inventory, as well as general till management and ensuring that sales targets were met while upholding good customer service.

Being a popular club, maximum capacity was often reached which yielded a busy working environment. This in turn gave rise to the need for high quality verbal communication both within the team and with customers, with an emphasis on the need for strong conflict management skills, as clients could often become irate when turned away from the club. De-escalating these situations and dealing with complaints professionally while remaining calm and personable was very important to creating and maintaining an enjoyable recreational environment for clients.

My role also involved management inside of the club. I was responsible for the monitoring, cleaning, and overall safe preparation of the changing rooms and pool area while supervising swimmers and providing general assistance.

DPD - Logix Park, Hinckley

October 2020 - January 2021

Warehouse Operative

As a warehouse operative at DPD my duties included managing the movement of large numbers of packages and sorting the mail into the correct postcode area in a timely manner in order to ensure delivery drivers were able to keep to strict deadlines.

This role demanded the ability to carry out tasks quickly and accurately.

Shifts were unsociable hours (typically 12am-8am) and required good physical endurance and hand-eye co-ordination.

Royal Mail - Atherstone

November 2018 - December 2018

Parcel Sorter

In this role I was responsible for handling, organising and moving parcels at the Atherstone Royal Mail distribution centre through the busy Christmas period.

This was an incredibly fast paced environment which required the ability to prioritise workload and work to tight deadlines. The position required a high level of attentiveness and the ability to work proactively, as there were often problematic situations such as damaged parcels or incorrectly addressed packages that required swift resolution.

Stratford Leisure Centre

November 2018 - January 2019

Lifeguard

As a fully qualified lifeguard I was responsible for the supervision of swimmers, including over 1,200 pupils of all ages learning to swim each week.

My duties included recognising emergency situations, ensuring high standards of poolside safety were maintained, providing general assistance and advice, and answering any queries.

I was responsible for ensuring all safety policies and procedures were followed at all times. This involved duties such as regularly testing the pH and chlorine levels of the pool, in addition to participating in monthly health and safety refresher courses to ensure that my knowledge of first aid principles was kept up to date.

Other responsibilities of the role included setting up leisure centre activities such as badminton and ping pong in the sports hall, as well as comprehensive cleaning duties to ensure facilities were kept to a high standard of hygiene and safety.

The role helped me to appreciate the importance of remaining attentive and composed in an often busy environment.