

# Joseph Shimwell

Bishop Auckland, County Durham, DL13

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## Personal Profile

Friendly, reliable, and highly motivated professional with experience in customer service, and event support. Skilled at delivering excellent service, handling cash and card transactions, maintaining well-presented stock, and working effectively in busy, high-pressure environments.

Known for a positive attitude, strong interpersonal skills, and the ability to build rapport with customers and colleagues. Organised, adaptable, and dedicated, with a proven track record of meeting targets, solving problems on the spot, and ensuring a smooth, enjoyable experience for customers.

## Skills

- **Customer Service Excellence** – friendly, approachable, and experienced in assisting others.
- **Cash Handling & Point-of-Sale Operations** – confident processing cash, card, and ticket transactions accurately
- **Communication & Interpersonal Skills** – able to engage with customers and colleagues positively and professionally.
- **Problem-Solving & Adaptability** – responds calmly and effectively in busy or challenging situations.
- **Teamwork & Collaboration** – works well as part of a team and supports colleagues to achieve goals.
- **Organisation & Time Management** – manages multiple tasks efficiently, keeping work areas tidy and deadlines met.
- **Leadership & Initiative** – experience guiding and motivating others in volunteer and event roles.

## Employment History

2020 – 2025

**Wolsingham/Stanhope  
Run Through Events**

**Event Steward  
Event Steward**

- Seasonal work.
- Supported the safe and efficient running of events attended by over 40,000 visitors across two days.
- Directed vehicle parking in outdoor fields, managing queues and adapting to difficult weather and ground conditions.
- Collected and checked tickets accurately while providing a welcoming first point of contact for visitors.
- Taking cash and card payments for entry tickets.
- Gave clear directions and advice to attendees, ensuring they were guided to the correct event areas and facilities.
- Maintained calm and control in stressful or high-pressure situations, using strong interpersonal skills to reassure visitors.
- Worked collaboratively with fellow stewards and event organisers to uphold safety, crowd control, and customer satisfaction.
- Assisted with problem-solving on the spot, addressing visitor concerns quickly and professionally.

## Volunteer Experience

2019

**Durham County Council**

**Sports Leader**

- Designed and delivered a variety of fun, inclusive sports and physical activity sessions for school children.
- Planned age-appropriate activities that promoted teamwork, fitness, and confidence.
- Supervised groups of children, ensuring safety, participation, and enjoyment at all times.
- Encouraged and motivated young people to take part in sports, building positive relationships.

- Worked closely with teachers and staff to align activities with school needs and schedules.
- Developed strong leadership, communication, and organisational skills through coordinating sessions.

2019

**Durham Cathedral**

**Veterans – Art Support**

- Organised and facilitated arts and creative activities for veterans, promoting wellbeing and social engagement.
- Planned and prepared sessions to suit varying skill levels and interests, ensuring inclusivity and participation.
- Supported veterans during activities, offering guidance, encouragement, and practical assistance.
- Coordinated resources, materials, and schedules to ensure smooth-running workshops.
- Developed strong interpersonal and communication skills through interaction with diverse groups.
- Worked collaboratively with other volunteers and organisers to deliver engaging and meaningful sessions.

**Education**

2025	Level 2 Food Safety - Highfield Learning	
2025	Level 2 Customer Service - Highfield Learning	
2021 – 2025	University of Glasgow	MA Hons History & Politics
2019 – 2021	Durham Johnston, — A levels History - A*, Politics - A, Geography - A	
2014 – 2019	St Johns RC School — GCSE GCSE (Grades 7-4 in 10 subjects)	

**References available on request**