**Sara Gomes Loio**

12 Gauntlet, Five Acre, NW5 5YP

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A highly motivated, reliant and a confident individual with exceptional multi-tasking capabilities and work in a target driven environment. Hardworking with excellent records who can work equally well alone and as part of a team. A Co-operative, friendly, organised young woman who is keen to learn new skills and able to communicate effectively with people from diverse backgrounds.

**Education**

2018-2021 **BA Diplomacy and International Relations (predicted 2:1)**

London Metropolitan University

* Modules included: Peace, Conflict and Diplomacy since 1945, Introduction to International Relations, Global Politics, Economy and Society, Politics and Government
* Group presentations and essay writing – Ability to work to deadlines within a given specification
* Familiar with Windows OS – Windows 7 and Vista
* Competent user of MS Office including Access, Excel and Project
* Did you do any extracurricular work?

2010-2015 **A Level** German, History, Geography, Sociology, Philosophy

**8 GCSEs** at B-C grades including Maths and English

Instituto de Odivelas

Employment Experience

**Yashin Ocean House, South Kensington, Receptionist**

(May 2019 - Present)

Whilst working here on arrival had to clean as windows and reception area to guarantee that the working area is clean and tidy following the procedures and regulations. I greeted and assisted customers when enter the restaurant, followed by leading them to their tables. I would deal with phone and online inquiries, I would also be in charge of answering phone calls and reply to emails. Teamwork was mandatory so everyone could do their jobs with no problems. At the end of each shift I had to fill in different reports about the amount of customers we had for lunch and dinner service and an online report on food and beverage.

**Zara, Brent Cross,** **Sales Assistant**

(Dec 2018 - Mar 2019) - Temp

Whilst working here I greeted and assisted customers throughout the store helping them pick out the clothes they wanted to purchase whilst also recommending certain items that would suit their overall style. I would deal with any stock that either arrived at the store such as unpacking, counting and re-stocking etc. or had been returned. On occasion I operated the tills taking payment by cash or credit and assisted customers with store returns and refunds. During the working day I would keep the shop floor tidy and towards the end of the day I would assist the rest of my colleagues with the cleaning by sweeping, dusting re-arranging clothes etc.

**Lock 17, Camden Town,**  **Bar Staff**

(Feb 2018 - Oct 2018) - Temp

Whilst working here my responsibilities were to greet and assist customers when entered the premises. I also worked behind the bar mostly providing drinks for customers; from pints to cocktails. I would also prepare food i.e. sandwiches, salads, wraps, pastries etc. for customers either in advance or upon request. Towards the end of the working day I would start to clean the bar from sweeping the floor to wiping down the surfaces and tables to any other miscellaneous spills throughout the day. On occasionI would stay behind if the bar became busy to assist the rest of the staff

**Manpower Lisbon, Receptionist**

(June 2015 - September 2016) - Temp

Whilst working here my responsibilities were to greet and assist customers when entered and left the premises. I also would be in charge of answering and making calls. I would also manage the reception mailbox by sending and replying to emails not only that but also setting up meetings and prepare the rooms with water, snacks, etc. Towards the end of the working day I would start to clean the reception area from sweeping the floor to wiping down the surfaces making sure this area is clean and tidy.

**Achievements**

**Elected as President assistant in Amnesty Group 2018/19**

Acted as Minute taker by taking notes of our meetings also used as a reference to past themes discussed during previous meetings.

**Additional skills**

Working knowledge of Portuguese

Telephone Skills, Verbal Communication, Microsoft Office Skills, Listening, Professionalism, Customer Focus, Organization, Informing Others, Handles Pressure, Phone Skills, Supply Management