

# KANIKA

# LEO

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07895215795

Demonstrated success in supervising, motivating and mentoring team members to achieve demanding operational objectives under tight deadlines. Excellent problem-solving, conflict management and project coordination skills

## PROFICIENT IN:

Adobe InDesign  
Adobe Photoshop  
Microsoft Office  
QGIS  
R

## KEY SKILLS:

Adaptability  
Consistency  
Leadership  
Organisation  
Public Speaking

## VOLUNTEER EXPERIENCE:

### Lauderdale House

(November 2017 – January 2018)  
Volunteer Assistant to the Heritage  
Education Officer

### The Hub

October 2015 – October 2016)  
Kitchen Assistant

## EDUCATION:

### University College London (September 2018 – June 2021)

*BA Archaeology: 2:1 [Expected]*

Modules included:

- Research and Presentation Skills
- Introduction to Social Anthropology
- People and Environments

### City and Islington 6th Form College (September 2015 – June 2017)

*A-Levels*

- Extended Project Qualification - A
- Geography - A
- Government and Politics - B
- Philosophy – B
- English Literature – B

## PROFESSIONAL EXPERIENCE:

### Royal Collection Trust, Buckingham Palace (May – September 2019)

*Ticket Sales and Information Team Leader – Contact Centre Duty  
Manager*

- Line manager to 21 individuals. This involved monitoring their phone calls, providing regular feedback and managing issues regarding lateness, absence or poor performance.
- Dealt with customer escalations, managing operational issues, approving exchanges and refunds.
- Produced a selling guide that was distributed to a team of over 60 people.

### University College London, Student Union (January – March 2019)

*Student Communications Assistant*

- Assisted the UCL Student Union with the 2019 Student Elections and the Tell UCL campaign.

### Royal Collection Trust, Buckingham Palace (June - October 2017) (April - September 2018)

*Ticket Sales and Information Assistant*

- Completing various administration tasks, such as processing donation requests, monitoring the Booking Info email inbox and processing financial chargebacks.
- Selling and upselling tickets to a wide range of customers over the phone and the counters.