

# SEANADE

## Personal statement

I have spent the last 10 years working within the customer service industry. The majority of my working life I have worked within the holiday industry as Air cabin Crew, I then retrained as a Casino Croupier and I have just come back from completing a season as a Croupier onboard a Cruise Ship in Miami, working and dealing with American customers.

I have always been on the front line of customer service, and the roles I have worked have required a consistently high level of service and interaction. I love meeting new people and from my experience have learned to become very adaptable to different types of customers. I am ideal for promotional work and my diary is filling fast!

## Stats

D.O.B. 21/03/88  
5"8  
size 8-10.

## Skills

- Exhibitions and Trade Shows Public and B2B,
- Excellent Approach, Invite ,Engage, Inform, Persuade, Retain,
- Introduce, Data Capture Skills
- Quickly learn any product and client brief and deliver .
- Product Sampling/Selling
- Demonstrator/Sales
- Corporate and Exhibition Hospitality
- Direct Product Sales
- Product /Service Launches and promotions
- Venue/Store Launches and Promotions
- Field Campaigns, Data Capture
- Experiential campaigns and promotions
- FMCG, Products and Services
- Targeted Sales Lead Generating/  
Appointment Making
- Brand awareness and leafleting campaigns and promotions

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## Work Experience

### Recently various NEC Trade and Public Shows & Hospitality Work

#### PPMA NEC B2B targeted Data Capture 2014

Intersolar NEC 2014 hospitality ,leafleting ,data capture product information. Vanilla Photobooks introduce and sign up Metropole Hilton International Wedding Fair

#### 2014- Aston villa VIP Match Day hostess on going 2014

### Previous Employment History

#### Employer- Carnival Cruise Lines

April 2014 - August 2014

#### Position - Croupier

Dealing a variety of Casino games efficiently and accurately.  
(Role as Below in Aspers Casino)

The main difference with working on the cruise ship in comparison to the land based casino Aspers which I previously worked was, the players come for an 'experience' rather than just to gamble. They expected a level of entertainment so my focus would be to ensure they had a pleasant and memorable time. Adding to great holiday memories by being approachable and providing a fun atmosphere.

#### Employer - Aspers Casino

December 2012 - March 2014

#### My Position - Croupier

Welcome and interact with players and be readily prepared to teach new players casino rules and regulations.

Can confidently deal in Roulette, Blackjack, 3 Card Poker, Wheel of Fortune and Casino War.

Provide clear commentary in all games

Ensured that customer service levels were kept to a high standard at all times and in all situations.

Dealt with disputes in a professional manner.

#### Employer - Thomson Airways

March 2007- Oct 2012

#### My position - Cabin Crew

#### Reason for leaving - Voluntary Severance

Delivered an exceptionally high class customer service experience ensuring that professional standards were maintained at all times.

Built robust customer relationships that improved brand reputation and helped maintain a steady flow of repeat business and new recommendations, thereby helping to improve profitability.

Worked successfully in a team of Cabin crew in order to achieve sales and profit targets.

Worked as part of a team to ensure the safety & comfort of our passengers was paramount.

Accountable for maintaining and keeping up to date with new safety and emergency procedures.

## Education:

### My Distance Learning College – January 2014-Ongoing

Planning and Events Management

### Cerus Croupier Academy - Manchester (October 2012-November 2012)

- Fully trained in Roulette, Blackjack (Perfect Pairs and 21+3), 3 Card Poker.
- Obtained a Personal Functional License.

### Warwickshire College - Royal Leamington Spa (2005-2006)

- BTEC Level 2 Certificate for Air Cabin Crew Service.
- ESB Oral Presentation Skills, BTEC key skills Application of number.

### Bishop Ullathorne Secondary School (1999-2004)

GCSE's - 10 GCSE's taken with grades C and above, including Math's, Science and English.



