

# Katy Swailes

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Scarborough, North Yorkshire,  
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## EDUCATION

**Newcastle University, Newcastle Upon Tyne, UK, 2002 – 2005**

BSc (Honours) Degree in Psychology 2:2

## WORK EXPERIENCE

**Anglolang Academy of English (Language School), Scarborough, UK, July and August 2011 and July 2012**

Receptionist and administrator during the busy summer period

- I resolved student enquiries on a very busy reception desk, liaised with organisations and carried out administrative duties (including preparing PowerPoint presentations).
- The role was very fast-paced and developed my prioritising skills.

**McCain Foods Limited, Scarborough, UK, August – October 2011**

HR administrator (temporary role through an agency)

- I performed administrative duties and planned a retirement event.
- I interacted with people from all levels of the organisation, enhancing my skills in terms of building professional working relationships.

**North Yorkshire County Council, Scarborough, UK, December 2007 – August 2008 and February 2009 – July 2010**

Administrator in the Fostering team

- I prepared assessments, handled financial processing and maintained/developed Excel spreadsheets.
- The role involved managing high workloads which developed my organisational and multitasking skills.

**Walkers Fish Restaurant, Scarborough, UK, June 2000 – ongoing**

Waitress

- Responsibilities include decision-making in the absence of management and jointly training new staff members. I have developed excellent customer service and interpersonal skills.

## PROFESSIONAL CERTIFICATIONS

**AHLEI – Guest Service Gold 2018**

Online training/exam 93%

**Cambridge University CELTA TEFL 2012**

Pass grade

## INTERESTS

I enjoy travelling, having studied Spanish in Mexico. I have reached an intermediate level.

I volunteered in Mexico in 2015. I taught English in a language school and an underprivileged state school in the countryside.

I enjoy hiking and baking.

## REFERENCES

Mrs Lucy Barton –  
[lucywalker84@hotmail.com](mailto:lucywalker84@hotmail.com)

Ms Linda Polkowski –  
[lindapolkowski@yahoo.co.uk](mailto:lindapolkowski@yahoo.co.uk)