**Michael Effio**

**Qualified interpreter, charismatic and professional with an eye for detail.**

24 tempus tower, 9 mirabel street - Manchester M3 M3

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07801990915

Languages - Spanish/English

WORK EXPERIENCE

**Carrier, Luxury Travel**

Product Land Inventory Assistant – October 2014 – Present

Responsibilities:

Ensuring all details of unique luxury holidays are correct, up to date and imputed correctly (examples: room details, rates, cancelations, age bands, seasons, transfers and special offers) by communication with partners and reading through received Hotel contracts, also using a sophisticated computer program called Dolphin to review, input and manipulate.

Accomplishments: Learning a new computer system and becoming an integral part of a new hard working team to ensure that work is completed before deadlines whilst information is correct and well presented.

Skills Used: Keeping precise and detailed logs of partners contracts with my organizational skills and keen eye for detail, time keeping to ensure the correct amount of work is accomplished and concise in a dedicated time scale. Using mainly mathematics and English skills to problem solve and ensure all details are correct.

**Ticket Stock Controller**

Ticketmaster Ltd - Manchester City Centre - August 2012 – October 2014

Responsibilities:

Keeping detailed records of tickets coming in and out of the company, making sure the correct tickets are

sent out to the clients whilst hitting strict targets and meeting deadlines. Working as part of a team

responsible for hundreds of thousands of tickets that must be distributed in a certain time frame world wide.

Accomplishments:

Being organized, with an eye for detail and executing clear and detailed communication, I have gelled with the

team and helped profits for the company rise by demanding the best from myself consistently.

Skills Used:

High levels of concentration for long periods of the working day, excellent communication skills with other team members and interacting efficiently on a business level with different sections of the company. Problem solving on a daily basis and mathematics.

**Bar supervisor, bartender of cocktails and propaganda**

Turisme 35, Calella - Barcelona, Barcelona - August 2011 - August 2012

Part of a team with high sales and service goals.

Flexibility to work in different bars and clubs within the Turisme group each with there own different styles and atmospheres.

Advertising using animation to help improve volume of customers and customer visits.

Excellent customer service and treatment resulting in customer appreciation.

Work independently without supervision.

Ensure that customers are served quickly, in a professional and friendly manner.

Responsibilities of cash handling and replenishment of backroom stock.

Team player willing to cover shifts when needed.

Working confidently in a potentially high pressure environment.

**Sales and Marketing, New Energy**

Encore Ltd - Salford - March 2011 to August 2011

Consultant, researcher and analyst

Direct sales and telemarketing.

Product studies and competition.

Assisting MD and Technical Manager.

Organization and planning of business meetings and training courses for New Energy Consultants.

**Bar Staff, waiter**

Quayhouse Beefeater - Salford - February 2007 to March 2011

Bar and restaurant staff member

Part of a team with high sales and service goals.

Excellent customer service and treatment resulting in customer appreciation.

Working independently without supervision.

Ensure that customers are served quickly, in a professional and friendly manner.

Responsibilities on the tills and cash handling, also stock control.

Team player willing to cover shifts when needed.

Working confidently in a potentially high pressure environment.

EDUCATION

**Intermediate Community Interpreting Certificate**

Abraham Moss College - Manchester

2011 to 2012

**BTEC National Certificate in Music Technology**

MANCAT College

2007 to 2009

**GCSE,s**

Hope High School

1996 to 2001

Spanish - A+

English Literature - A

English Language - B

Science - B/B

Art - A

Business Studies - B