

ERIN SIMPKINS

LONDON, UK

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ABOUT

An experienced operations and marketing student with two years of experience in data analysis, summary reports, presentations and quality control. Ability to conduct surveys, analyse and synthesis quantitative data, and present findings throughout a Master's course. Looking for a career relating to sustainability and supply chain operations to contribute to an environment of innovation, and build and nurture relationships.

WORK EXPERIENCE

September **SUPERVISOR**

2022 - **Jamie's Bar | Bank, London**

- March 2023
- Spearheaded customer service excellence for a high-end clientele, consistently receiving positive feedback on guest satisfaction.
 - Trained and led a team of bartenders, enhancing their skills in cocktail preparation and wine knowledge, significantly improving service delivery and team cohesion.
 - Implemented weekly and monthly promotional events, boosting customer engagement and sales.
 - Conducted comprehensive risk management and health and safety compliance, ensuring a safe environment for both staff and patrons.

April 2022 **OPERATIONS & MARKETING INTERN**

- June **Colhay's | Hoxton, London**

- 2022
- Capture information on trends to analyse and document for photoshoot research for the new season campaign.
 - Daily quality control on luxury knitwear to improve accuracy and maintain high standards.
 - Weekly blog writing on historical fashion pieces to increase customer engagement for brand.
 - Social media marketing, specifically targeted Instagram ads, increasing consumer engagement.

PROJECTS

September **VOLUNTEER CURATOR**

2019 - **Whitworth Gallery | Manchester**

- March 2020
- Curated a Future Utopian exhibit within a team
 - Managed the budget for materials, staff and promotion using Excel
 - Created and promoted an opening night event
 - Worked collaboratively with artists to create an accessible and inclusive space for all

EDUCATION

2020 - 2024

University of the Arts London

MSc Strategic Fashion Management

2017 - 2019

The Grange Sixth Form

Maths, Physics, Spanish, EPQ

SKILLS

- Leadership and Team Management
- Event Planning and Management
- Customer Service
- SPSS
- R-Studio
- Risk Management
- Adobe Suite
- Microsoft Products
- Shopify
- Excel

CERTIFICATIONS

2021/2022

Adobe Certificated Associate World Championship: UK & Ireland Finalist

2022

Visual Design Using Adobe Photoshop

2020

Adobe Certified Associate in Print & Digital Media Publication