

# MIRIAM KINDERMAN

**Phone**  
07715616850

**Email**  
Miriamkinderman@gmail.com

**Address**  
Lawrence Street, York

**LinkedIn**  
/Miriam-Kinderman

## SUMMARY

An outgoing and enthusiastic student at the University of York, on track for a first-class honours in English Literature. Over two years of experience in customer service. Highly adaptable and proficient in MS Excel. Seeking a challenging job opportunity and the chance to expand my skill set.

## EXPERIENCE

**RED LION HOLLINGTON | 2017 - 2019**  
Kitchen Assistant

- During my employment, I was required to effectively communicate with kitchen staff regarding customer allergies, dietary needs, and other special requests. This allowed the operations during peak times to be streamlined.

**NATIONAL TRUST SUDBURY | 2018**  
Student Volunteer

- Within this position I was responsible for guiding visitors whilst delivering in-depth information. My duties including retaining information provided and providing safety for the group. I performed activities such as directing emergency evacuation and had a working knowledge of the company's first aid policy.

**FP McCANN LTD | 2016**  
Internship

- During my time in the position, I was entrusted to input data received from the business into a database, utilising AutoCAD and in house software. Whilst maintaining this role I developed a professional telephone manner, as well as customer service techniques by responding to telephone calls from customers and relaying messages to the appropriate department or individuals.

## INTERESTS

**Writing | 10+ Years**

- Current committee member of the University of York Literature Society. Responsible for social media and writing articles for the blog. This allows me to utilise interpersonal skills like task delegation and events planning, as well as technical skills like direct email marketing and using MS Excel to build financial models as part of my role.

## REFERENCES

**RED LION HOLLINGTON | Dan Lyle Smith**

1335 360138 - Contactable: Monday-Thursday 4pm-11pm and Friday-Sunday 12pm-11pm

**NATIONAL TRUST SUDBURY | Yvonne Armitage**

012835 85337 or Yvonne.Armitage@nationaltrust.org.uk - Contactable: Monday-Sunday 11am-5pm

**FP McCANN | Craig Finn**

01335 361269 or CFinn@fpmccann.co.uk - Contactable: Monday-Friday 8am-5.30pm

## EDUCATION

**BA in English Literature |**  
University of York  
| Oct 2019 - Present

- Currently studying in the second year of BA English Literature, achieving multiple First marks in my assignments and oral presentations.

- Studied modules including content on inclusivity, economics and digital and social media. I have also worked in entirely group orientated modules which has allowed an insight into working in a work team.

**A Level | Queen Elizabeth's Grammar School |** Sept 2017 - July 2019

- A in English Literature, B in History, C in Business Studies. A in an Extend Project Qualification at AS Level.

**GCSE | Queen Elizabeth's Grammar School |** Sept 2015 - July 2017

- 3x A including English Language and English Literature, 4x B including Mathematics and Business Studies. 1x Distinction in Speaking and Listening Diploma.