

Mike Lowden

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A third year Psychology undergraduate student at Oxford Brookes University with 2 years' experience in administration roles. Previous duties have included: managing room bookings, organising google-calendars and producing marketing material. Seeking to gain further work experience in an administrative setting.

Education:

2016 - 2019: **BSc (Hons) Psychology, Oxford Brookes University**

2014 - 2016: Louis Freen College, Southampton:

A Levels: English grade B, Psychology grade A, Maths grade C

2009 - 2014: Foxhill Secondary School, Nottingham:

6 GCSEs grade C- A* including English, Maths, Science and IT

Work Experience:

Receptionist, Florence Spa, Headington,

March 2016 – June 2018

- **Customer service:** Provided clients with information over the phone, by email and provided high quality customer service to anyone arriving at the spa.
- **Creativity:** Created and arranged the distribution of promotional materials.
- **Management of calendar and bookings:** Organised bookings for clients and contributing to the arrangement of staff rotas using an access database.

Administration Assistant, Louis Freen College Union,

January 2014 – January 2016

- **Communication:** Answered the telephone, generating meeting notes and agendas, and communicating within my team on issues such as rotas.
- **Organisation:** Created and distributed minuted documents to a team of 27 people as well as meeting strict deadlines.
- **IT:** Involved in social media implementation, proficient with Microsoft office applications, created and maintained spreadsheets regarding Union interactions with students.
- **Attention to detail:** Updated and maintained files of resources for students.

References:

Linda Key, General Staff Manager, Florence Spa: lkey@florencespa.co.uk 01584 485748

Martin Gillis, Union President, Louis Freen College: mgillis@lfreen.ac.uk 01922 483755