**Ellena Hagin**

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**Personal profile**

I am an empathetic and caring individual who is hard working and conscientious. I am motivated, flexible, organised and take great pride in the tasks I do. I am a very determined, benevolent person who is dedicated to making a difference in people’s lives, helping them to realise their potential, and to live as comfortably as possible.

I have experience in multiple customer service and retail sectors, as well as healthcare; therefore, I am accustomed to working in a fast-paced environment, which is something that I enjoy.

**Key skills**

* Hardworking
* Conscientious
* Excellent communication & interpersonal skills
* Supportive & Helpful
* Willingness to learn new skills

**Work Experience**

* **2020 – 2021 Exam Invigilator, Jo Richardson Community School**
	+ Preparing the room before and after the exam
	+ Ensuring that exam conditions are being followed
	+ Observing students
	+ Door supervision and checking students have the correct equipment
* **2020 – 2020 Carer, Home Instead Senior Care Service**
	+ Befriending
	+ Supporting with personal care & medication
	+ Using specialist equipment as required
	+ Continual risk assessment of homes
	+ Cooking/preparing meals
	+ Supporting and encouraging clients with their hobbies
* **2018 – 2021 Customer Assistant, Vue Cinema**
	+ Working on the till, handling money
	+ Opening and closing the cinema
	+ Doing regular temperature and stock checks
	+ Serving food/drink
	+ Cleaning the screens in time for the next film
* **2018 – 2018 Café Assistant, Essex Wildlife Trust**
	+ Managing health & safety of the cafe
	+ Stock check & till support
	+ Preparing and cooking food
	+ Making people drinks using the barista coffee machine
	+ Setting up for big events
* **2017 – 2017 Shop Assistant, Havens House Hospice Charity Shop**
	+ Keeping the shop floor tidy
	+ Dressing mannequins
	+ Stock rotation
	+ Steaming clothes
	+ Sorting clothes

**Education**

* 2014 – 2020 New City College, Redbridge
* 2012 – 2013 Jo Richardson Community School

**Qualifications and Training**

* 2020 Access to Health Professions Diploma
* 2015 NVQ Level 2 Health & Social Care
* 2016 Mathematics
* 2013 GCSE

**Hobbies and Interests**

* Plays guitar
* Painting
* Cooking

**References are available on request.**