**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.**