

# LOTTIE VALLIS

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## EDUCATION

### **KIMBOLTON CONSERVATOIRE, CAMBRIDGE (Head Girl)**

<i>A Level English Literature</i>	<i>A</i>	<i>GCSE English Lit/Lang</i>	<i>A*/A*</i>
<i>A Level English Language</i>	<i>A</i>	<i>GCSE French/Spanish</i>	<i>A*/A*</i>
<i>A Level Spanish</i>	<i>A</i>	<i>GCSE Maths (Double)</i>	<i>AA</i>
<i>A Level French</i>	<i>B</i>	<i>GCSE History</i>	<i>A</i>
<i>A Level Sports Studies</i>	<i>B</i>	<i>GCSE Science (Double)</i>	<i>BB</i>
		<i>GCSE Art/Graphic Design</i>	<i>B/B</i>

### **THE URDANG ACADEMY, ISLINGTON (ACCREDITED BY UEL)**

*1st Class BA Honours in Professional Musical Theatre and Dance*

### **EAST 15 ACTING SCHOOL, LOUGHTON (ACCREDITED BY UEE)**

*Masters in Acting*

## ADDITIONAL QUALIFICATIONS

English Speaking Board Grade 3 *Distinction*  
English Speaking Board Grade 4 *Distinction*  
Duke of Edinburgh Gold Award  
Food Hygiene Certificate / Basic First Aid Certificate  
Full Clean UK Driving License

## PERSONAL SKILLS

Fully till trained / Fully Bar trained / Computer Literate  
Basic French and Spanish  
Chaperone License

## PERSONAL STATEMENT

I am a very dedicated, reliable team player who thrives in working as part of a group. I project a strong work ethos and dedication to providing a professional and effective service. I also possess advanced interpersonal skills to understand and solve a wide range of customer related issues. I pride myself on my organisational skills and punctuality. I feel my best personal attribute as an employee is my friendly and enthusiastic communication skills, creating a good interaction between myself and the customer.

## **PREVIOUS EMPLOYMENT**

### **New Road Studios - (Receptionist) 2007- 2008**

Working on reception for a successful performance business. Administrative duties, general management of customer appointments, schedules and dealing with public relations. High emphasis on professionalism and punctuality, dealing efficiently with a wide-range of challenges and utilising interpersonal skills.

### **Cancer Research Charity Shop - (Sales Associate) 2008**

Part-time volunteering in assorted goods charity shop, sorting clothes, shoes and household items, pricing, selling and customer relations.

### **The Junction Theatre, Cambridge - (Front of House and Bar) Feb- June 2012**

Working front of house up-keeping the highest standard of customer service. Dealing with personal stock, floats and cash management daily, working as an independent salesmen with your own sales targets. Also working on the bar, providing an efficient service to the customers when dealing with alcoholic beverages and snacks.

### **CentreStage School of Performing Arts - (Private Teacher) September 2009- May 2011**

Teaching and improving dance students aged 2-20 in all areas of acting, singing and dancing. Providing a safe and relaxed environment to teach in, whilst providing a close, personal service to each student for their own development and improvement.

### **Sadlers Wells Theatre - (Front of House) September 2009- 2010**

Maintaining a high level of public relations as front of house, acting as a reliable source of information to customers whilst dealing with general management of the public.

### **Harrods Department Store, Knightsbridge - (Sales Associate) May 2010- Sept 2011**

General responsibilities as a sales associate including replenishment of stock, cash management, dealing with customer refunds, exchanges and overseas deliveries, stock assessment and a high level of customer service.

### **Underground Rebel Bingo - (Freelance) August 2010- Present**

Door management, dealing with all financial aspects, customer queries, handling money and tickets and generally managing the flow of customers. Ensuring the smooth and successful running of the night and the workers underneath me.

### **The View From The Shard - (Photographer) January 2013- August 2013**

Greeting diverse clientele with an approachable and respectable manner to encourage guests to have their photos taken. Providing a wealth of tourist information for guests in the viewing galleries, and using persuasive marketing techniques to effectively up-sell souvenir products.

### **Soho Theatre, Soho - (Chaperone) October 2013 - Present**

Ensuring the safety and wellbeing of a nine year old performer. Responsible for the child at all times whilst in the theatre and maintaining high levels of professionalism whilst exercising appropriate care. Providing the legal requirements of The Children and Young Persons Act in order to protect the child's welfare.

### **Maggie & Rose, Kensington - (Teacher & Cafe Supervisor) January 2014 - Present**

Managing the flow of clients and children aged 6 months to 6 years, teaching dancing and assisting in music, art and cooking in a private family members club with the highest quality and appreciation. Exceptional customer service, money handling and bookings.

*References available upon request*