



# Naomi Holder

Media Student

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## Languages

English (Native)

Spanish (Basic)

## About

With proven expertise in enhancing customer experiences and a knack for up-selling, honed at Warner Bros. Studio - Harry Potter Studio Tour, I excel in dynamic retail settings. My background demonstrates strong sales capabilities and dedication to maintaining high service standards.

### BRANDS WORKED WITH

- Online English Tutor
- Warner Bros. Studio - Harry Potter Studio Tour
- McDonald's

## Experience



### ● My Tutor

Online English Tutor | Jan 2024 - Now

- Design and deliver engaging online English lessons tailored to individual student needs, ranging from beginner to advanced levels.
- Utilize various digital platforms and resources to enhance interactive learning and ensure a dynamic educational experience.
- Assess student progress through regular assignments and feedback sessions, helping students improve their language skills measurably.
- Develop personalized learning plans based on student assessments to address specific weaknesses and reinforce strengths.
- Foster a supportive and encouraging learning environment to boost student confidence and interest in English language studies.

### ● RETAIL ASSISTANT

Warner Bros. Studio - Harry Potter Studio Tour | Jul 2022 - Aug 2023

- Managed photographic operations, including camera handling and photo editing, enhancing customer experience through personal engagement.
- Achieved a 20% increase in upselling photographic products through effective customer interaction and product presentation.
- Received commendations for maintaining high service speed and quality during peak periods.



### ● CREW MEMBER

McDonald's | Dec 2020 - Jul 2022

- maintaining optimal food quality and customer satisfaction.
- Implemented hygiene and safety protocols, reducing compliance issues by 30%.

## Education & Training

2022 - 2024 ● University of Leicester

Bachelor of Arts,

2020 - 2022 ● Bushey Meads School

A Levels,

2015 - 2020 ● Canons High School

GCSEs,