



# Mark Brown

Human Rights Researcher at ReportOUT

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## About

With extensive customer service expertise, I thrive in retail environments, specialising in personalised book recommendations and creating captivating displays. My passion for queer literature enhances my ability to engage with diverse clientele, ensuring memorable shopping experiences.

### BRANDS WORKED WITH

- Waterstones
- Ferrer Films Productions Ltd
- Three Wheel Entertainment
- The Gilbert Baker Foundation
- ReportOUT
- Caffè Nero
- The OLLIE Foundation

## Experience



### ● Senior Bookseller

Waterstones | Apr 2022 - Dec 2023

Provided friendly and professional service in a customer-facing role, offering tailored book recommendations with expertise in queer non-fiction, theatre, film and classic literature.

Prioritised the recovery of the store throughout the shift, replenishing our stock and ensuring the shop was neat and tidy. Furthermore, I revelled in taking the initiative to create vibrant displays for our books that would ultimately increase sales.

As an expert in our related products (including gifts, board games, notebooks and diaries), I was in charge of ordering in, stocking and restocking products and presenting them in eye-catching arrangements.

Assisted in coordinating events with publishers and authors including Rob Delaney, Michael Palin and Julia Fox.

Fulfilling customer orders and deliveries, manually packaging and shipping our products to customers and other stores.

### ● Costume Assistant

Ferrer Films Productions Ltd | Jan 2022 - Jan 2022

'Hairy' (Short Film)

Shadowed the costume designer, dressed the cast and ensured that continuity was maintained throughout the shooting process.

Took on the physically demanding work of operating the SFX functions of the werewolf costume whilst the actor performed stunts.

Ensured the actors were cared for and hydrated, creating a supportive environment, which was particularly vital for those in heavy and elaborate costumes.



### ● Art Department Assistant

Three Wheel Entertainment | Dec 2021 - Dec 2021

'Forever' - Danny Addison (Official Music Video)

Built an office-set from scratch in an empty space, working with a large crew of approximately 30 people, providing crew and performers with refreshments throughout the shoot.

Took initiative by recognising potential issues with the way the set was dressed, and worked efficiently and creatively to rectify the problem under the supervision of the art director.

Creating basic green-screen VFX to create transitions in post-production.

### ● Project Coordinator

The Gilbert Baker Foundation | Sep 2021 - Jun 2022

Coordinated the gallery exhibit 'The Flag in the Map', a collaboration between The Gilbert Baker Foundation and ReportOUT, displaying images of people flying the Pride flag all over the world to celebrate its global legacy and history.

Contacted charities, NGOs and local communities around the world to encourage submissions of photography and to market the event.

Responsible for the planning of the event, arranging the venue and catering for the exhibit, sourcing the practical materials needed to dress the space and raise funds for the charities.

Coordinated the installation and dismantling of the exhibit, handling the logistical tasks of transporting the graphics and vinyl.

Proactively hosted the event, entertaining and interacting with guests, talking them through the significance of the pieces and the work our charities do.



### ● Human Rights Researcher

ReportOUT | May 2021 - Now

ReportOUT is a charity that documents, researches and monitors the lived experiences of sexual and gender minorities in every nation state. Led a research project in collaboration with The LGBT Centre in Mongolia, which involved interacting with service users, confidently delivering presentations and motivating our team, designing a survey to be distributed, and co-authoring the report. Our work was recently cited and presented within the Mongolian Voluntary National Review at the UN.

Conducted in-depth research into the challenges LGBTQI+ people face in a dozen nation states, balancing and meeting simultaneous deadlines, writing reports on Albania, Ecuador, French Guiana, Mongolia, Peru, Eritrea, India, Israel, Iran and Jordan.

I have written reports to assist the claims of people seeking asylum in the UK due to persecution on the basis of sexual orientation and gender identity within their nation state, which involved sensitively communicating with service users.

Forging partnerships with organisations around the world and liaising with potential partners.

Assisted in planning and organising fundraising events for the facilitation of our advocacy and campaigning.



### ● Barista

Caffè Nero | Nov 2019 - Feb 2020

Exhibited a friendly, composed and approachable manner with customers while working under pressure in a busy store.

Developed a positive work ethic and boosted team morale in an often demanding environment.

Shared responsibilities with my team to ensure the efficient running of the store, including ordering supplies, stocking and restocking, and ensuring the shop's cleanliness.



### ● Actor / Advocate

The OLLIE Foundation | Mar 2018 - May 2018

Ollie (Short Film)

Performed titular role in suicide awareness film Ollie in 2018, commissioned by The OLLIE Foundation, working to a client brief.

Followed precise direction, learning the technicalities of shooting a one-take film, sharpening my time management skills committing to intense rehearsals and shooting days.

Involved in the promotion of the charity and the film, marketing campaign which included a documentary piece ensuring that viewers were aware of the support The OLLIE Foundation offers to young people and presenting our work at the LSF Film Festival.

## Education & Training

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2020 - 2021

### ● Goldsmiths, University of London

Master of Arts - MA,

2016 - 2019

### ● King's College London

Bachelor of Arts - BA,