

# Maria Young

## Contact

### Address

6 Lundin View  
Leven, Fife, KY8 5TL

### Phone

07794696541

### E-mail

maria.62@hotmail.co.uk

## Skills

Team player

Problem solver

Consistently meets sales goals

Customer-orientated

Self-motivated

I am an extremely creative individual who is reliable, dedicated & excellent at juggling multiple tasks. Furthermore, I work well under pressure. I possess a broad customer service experience and am proficient in areas of finance & business development. A strong negotiator who is skilled in both project management & client assessment/analysis, I can acclimatise to any scenario to provide valid & meaningful results.

## Work History

2017-01 -

### Glass Artist

Current

*Self-employed*

Having recently completed a two-year course in Glass Art Design at Glasgow City College, I now produce a wide range of commercial & domestic glass artefacts. Operating from my home studio, I am responsible for 100% of the glass production, as well as the upkeep of the machinery used. I am also often tasked with commissioned pieces; these require working to a structured brief, and to a set deadline.

1986-01 -

### Seamstress

Current

*Self-employed*

For the past thirty-two years, I have run a small garment alteration service from my own premises in Leven, Fife. I have since relocated my business to my home address, and currently rent out the premises to a tenant. Daily tasks include personal fittings, clothing & curtain alterations, offering an invaluable service to the public. As proprietor, I was responsible for the general upkeep of the machinery & building, which has gone under extensive renovation in the last three years. I was often required to work to strict deadlines, tailored to the customers' needs. As a result, I possess a genuine interest in meeting and interacting with new people. Furthermore, problem-solving skills were regularly employed on a case-by-case basis, in order to provide the individual with a satisfactory result.

2018-04 -

### Customer Service Advisor

2019-05

*World Duty Free, Edinburgh, Lothian*

For the past year I have assumed the role of customer service advisor within Edinburgh airport World Duty Free. The role was diverse & multidimensional in nature & required me to perform within multiple different areas of World Duty Free, continually selling different brands and products to a high standard. Whilst I provided my services to a number of different departments on an ad hoc basis, my primary role was within the luxury department, consisting of sunglasses watches & jewellery. I am of the opinion that this is a role in which I excel, and this has been demonstrated by continual positive customer feedback.

Responsibilities included regular maintenance of merchandising standards, including sales floor and promotional displays. Furthermore, I determined customer needs by asking relevant questions and listening actively to the responses.

After completing all five year reference checks, I currently hold a blue pass for external & internal airside.

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## Education

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2013-09 -  
2015-01

### **Higher National Diploma: Glass Art Design**

*Glasgow City College*

- Received 'Best In Show' in End Of Year show
- 100% attendance both years (despite a long daily commute)
- Final grades were amongst the top 10% of class both years

1979-01

### **GCSE**

*St Andrews High School - Kirkcaldy, Fife*

Art & Design B

English B

Food Nutrition B