**Mrs Charlotte Mentz**

**4 Gordon Street**

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A highly motivated individual with excellent administrative skills and attention to detail, looking for a new challenge in the procurement sector of the MI industry.

**Education**

**2009-2012 University of Huddersfield**

BA (Hons) English Literature with a Modern Language (German) 2:1

**Dissertation topic:** Towards a Critique of Trauma Theory

**German language project topic:**

The Portrayal of Communism by East German female authors 1945-89

**2002-2009 Mirfield Free Grammar & Sixth Form**

4 ‘A’ levels: English Literature (D), German (D), Psychology (C), General Studies (C)

12 GCSEs- grades A-C (including English and Mathematics)

**Experience**

**Sept 2016- present Sales adviser (showroom), Gear4Music Limited**

* Liaising with the purchasing department to ensure that any promotional products are displayed prominently in the showroom.
* Merchandising and maintaining displays
* Provide advice and demonstrate products for customers in the showroom, with particular specialisms in woodwind, brass and orchestral strings.
* Carry out minor repairs and maintenance of orchestral instruments.
* Processing of sales and customer orders
* Liaising with warehouse and customer service staff to ensure consistently high levels of efficiency and customer service.
* Partaking in training sessions both in-house and externally.
* Provide cover when required to the Customer Collections Co-ordinator
* Cashing up duties as and when required.

**Sept 2014- Sept 2016 Sales & Customer Service advisor, Gear4Music Limited**

* Providing both written and spoken after sales support for all musical instruments and equipment for English & German speaking markets
* Telephone sales, including raising invoices for education accounts (English & German markets)
* Maintaining the customer database
* Advising customers on all products, with specialism in orchestral instruments (woodwind, brass & strings)
* May 2015: attended 2 day acoustic piano training course at Yamaha UK
* Management of all education accounts including creating orders & invoices and pursuing debtors
* Providing support to showroom staff when required across all departments

**Jan 2012- Sept 2014 Product specialist, Banks Musicroom**

* Liaising with suppliers and the purchasing team to introduce new orchestral products & sheet music titles
* Raising invoices & processing account payments
* Working with the Purchasing & IT departments to create accurate product descriptions on the company website
* Performing QC checks on all incoming stock
* Completing minor repairs & maintenance on orchestral instruments
* Event planning & promotions for in-store workshops
* Monitor & review stock levels in the orchestral department
* Merchandising of the sheet music and orchestral departments
* Creating financial agreements as part of the Take It Away finance scheme
* Maintaining the customer database
* Cash handling & end of day reconciliation

**July 2011- Jan 2012 Retail operative, Primark Stores Ltd**

**July 2008- Jan 2011 Sales assistant, Dolphin Music**

* Customer service
* Telephone sales
* Cash handling & end of day reconciliation
* Working to achieve KPI targets of 30% gross profit per sale and hourly profit targets of £25 per hour over Christmas and £15 per hour in the summer.
* Stock rotation & replenishment for the sheet music & orchestral dept
* Event planning & promotion for in-store workshops

**April-September 2008 Shelving assistant, Huddersfield Central Library**

**May 2007- April 2008 Concession attendant, Showcase Cinemas, Leeds**

**Additional Skills**

* Clean driving license & access to own vehicle
* Non-smoker.
* Computer literate.

**Hobbies & Interests**

Member of The Big Band Theory big band (2nd alto sax) since November 2019

Member of The Yorkshire Military Band (2nd flute/ piccolo) since April 2019

Played with York Railway Institute Brass Band (percussion) at the North of England Area Championships (Feb 2018)

Member of Bradford Accordion Band (flute/ alto sax) since January 2018

Sound engineering for various groups in York as required.

Member of Morley and District Concert Band (2nd flute) since 2007

Attended Leeds College of Music summer school in July 2007

**References**

Charlotte Mahon (HR manager)

Gear4Music Limited

Holgate Park Drive

York

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Email: [charlotte.mahon@gear4music.com](mailto:charlotte.mahon@gear4music.com)

Tel: 0843 515 0600

Nicola Bell (flute & saxophone teacher)

8 Wellhouse Close

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