

Charlie Elsegood

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Manchester

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Currently at Manchester Metropolitan University - studying Event Management and in my 2nd year of studies. Looking for placement opportunities (Sep 2024 start) within Event's specifically, but open to other opportunities as well.

Variable experience in service, ticketing, team leading and generally supporting, if not running events. Spent last summer between festival sites working in box offices for Ticketmaster - as well as a Volunteer Manager for IBSA World Games in August 2023. Previously in both retail and hospitality, as a former Team Leader in both Waitrose and Roadchef.

Work Experience

Box Office Manager

Co-Op Live - Oak View Group - Manchester

July 2023 to Present

Was selected as one of the first casual team members to start working for Co-Op Live - The UK's biggest arena. Before the venue opened, my role included; selling ambulant tickets to those who are unable to book online, through to setting up seating arrangements and releasing tickets for on-sale dates. Now the arena has opened; my role includes the above, as well as leading the box office team on-site to ensure the arena is seated correctly through to handling escalated customer complaints.

Box Office Assistant

Ticketmaster - Manchester

April 2023 to Present

In the summer of 2023, I was hired on a temporary seasonal contract for Ticketmaster. This was a box office assistant position, which involved dealing directly with Ticketmaster customers, helping them with any enquiries that they may have, as well as resolving issues that arise - from fraudulent ticket purchases to printing issues, always there to assist as a representative from Ticketmaster. The work varies, but includes large scale festivals all the way to public interest events like the Kings Coronation. The role also entails as the acting scanning lane supervisor, with a team of security reporting to me when any issues arise scanning in attendees tickets.

I worked at over 20 different events last summer, a mix between festivals and concerts, and thanks to my hard work, I have been invited to return to Ticketmaster for the Summer of 2024, as a Box Office Manager.

International Travel Representative

Outgoing - Manchester

March 2023 to Present

To kick off my career in the event industry, I thought I would begin with international events and took on the role as a travel rep for Outgoing Events. A typical week would consist for me as; picking up between 50-70 students from their university, and travelling to an organised destination, usually by coach. While on the coach - they are my sole responsibility, from keeping them updated to travel arrangements to

keeping them entertained, as journeys usually take longer than 24 hours, this can be a challenge, but indeed a fun one. Working along with our team of coach drivers too, not only to find suitable destinations to stop and make arrangements for ferries, but to ensure they are within driving hours and requirements. While in resort, usually in excess of 1000 students are on site. We remain the single port of call for our coach load of students throughout the trip, but also co-ordinate and run events with the event organisers and other travel reps.

Worked with Outgoing on many occasions, and to date, I have been solely responsible for over 500+ students in locations such as Lloret De Mar, The French Alps and Rotterdam.

Volunteer Manager

PowerofPeople - Birmingham

April 2023 to August 2023

Was recruited by PowerOfPeople to recruit, onboard and schedule over 500 volunteers for IBSA World Blind Games in Birmingham. Duties included picking the right volunteer for the correct role at the games, as well as being first point of contact for scheduling and training queries.

A small team of 3, including me, then managed, checked in, and worked through queries while the games were on, as well as meeting volunteers, checking welfare and making sure the correct number of volunteers were in the correct place.

A multi site role - working round the West Midlands, not only in sport venues, but athlete villages too.

Customer Delivery Driver & Team Leader - Partner

Waitrose & Partners - Cheadle Hulme

June 2021 to July 2023

Within three months of starting at the partnership, I was asked if I would like to become one of the stores delivery drivers. Already knowledgeable on the E-Commerce side of the business, I accepted the offer! Promptly delivering on time - with a 100% compliance rate to my name so far. Involved keeping to a tight schedule, while delivering that same service that Waitrose customers expect in store - at their door. Was responsible for van checks, van loading and e-commerce administration - as well as helping out other partners in the store following on from my previous role. I was relinquished back into this role at the end of my secondment and then transferred to a store close to where I am studying as a part time role.

On month 18 at the partnership, I was asked to consider applying for a team leader role and did so, as well as completing all modules within the internal course. Previously oversaw over 30 members of my team, as well as being a mentor and role model to all partners within store - in excess of 200 partners. My knowledge within the partnership gained extreme strength, from internal partnership plans to democratic vitality, I had a strong grasp on all information and passed this along to all partners, whether new or old. In addition; previously responsible for training new customer delivery drivers, while encouraging and showing them all of the partnership's values, from timekeeping to outstanding customer service.

I left this role in July 2023, to focus on all things events.

Customer Support Specialist & Partner

John Lewis & Partners - Milton Keynes

January 2022 to August 2022

While working at Waitrose & Partners, I was approached to fulfil a secondment. This meant that I could view the other aspect of the partnership; retail in a department store, while being in a role I have enjoyed in my previous careers, customer service!

This role included, but is not limited to, running and leading the bureau de change, supporting the partnership credit card operation and its customers, providing support to customers whether it is creating a VAT receipt or helping a lost child find its parents, overseeing the day to day operations of both external

and internal queries and providing support to other departments to help answer these. This was a short 8 month secondment - to cover maternity leave.

Supermarket Assistant & Partner

Waitrose & Partners - Kingsthorpe
March 2021 to January 2022

After being in hospitality for all my life, I decided to progress onwards to retail, and was offered a Partner position at Waitrose. I thoroughly enjoyed the position which varied from helping customers on the shop floor, supporting checkouts, replenishment, picking, promotional support as well as accurately racking and stowing away, while maintaining the partnerships high standards. Then began to oversee a Team Leader within their position for possible development, as well as being trained to be a key holder.

Crew Trainer

McDonalds
August 2020 to March 2021

I was promoted within McDonalds after just 10 months of being hired. Fully trained in all areas, and was responsible for being in a team with 5 other crew trainers and for coaching the rest of the team. Manager responsibilities are within this role, and I was entered on to the shift leadership program before leaving this role.

Education

Bachelor's degree in Event Management

Manchester Metropolitan University
September 2022 to Present

A-Level or equivalent in Business Studies

Rugby College
September 2019 to June 2021

GCSE or equivalent in GCSEs

Guilsborough Academy - Guilsborough
September 2014 to June 2019

Skills

- Microsoft Office

Certifications and Licenses

Personal Licence

June 2023 to Present

Passed a BIIAB Exam to gain my personal licence - Applied through Manchester City Council - Personal Licence Holder number: 294513