

# william devlin

Totterdown,  
Bristol

07786485770

[williamdevlindesign.com](http://williamdevlindesign.com)

[williamdevlindesign@gmail.com](mailto:williamdevlindesign@gmail.com)

Enthusiastic Graphic Designer and Customer Service Advisor with experience working within the accommodation and retail industry. Recently managed a University property housing 140 students as the sole on site Customer Service Advisor.



Seeking opportunity to work as part of a fast paced environment within the customer service, design and marketing industry. Design work focuses on multi-disciplinary design, specialising in print & digital image making.

## WORK EXPERIENCE

### Abodus Customer Service Advisor (August 2022 to December 2022)

- Independently monitored and managed a student accommodation property as the assigned CSA for Harbour Court.
- Undertook front-of-house responsibilities: executing daily compliance checks and monthly audits to deadlines.
- Oversaw and guided students during check in and check out procedures.
- Organised the intake of parcels, swiftly notifying students of deliveries.
- Supported two other Bristol properties in their sales, negotiating with prospective customers for the next academic year.
- Corresponded with students and parents, detailing company information clearly and concisely through email, telephone and live chat.

### Unite Students Service & Sales Advisor (October 2021 to August 2022)

- Reliably supported students as their first point of contact, monitoring a property of 400 students.
- Resolved events such as fire alarms, welfare checks, leaks and power outages to ensure student safety.
- Directed the process of flat maintenance, accurately reporting all customer issues and monitoring response times.
- Organised mandatory room inspections.
- Contributed to the process of chasing debt, taking payments, re-bookings for Bristol properties.

### Lidl Customer Service Assistant (September 2020 - October 2021)

- Maintained customer engagement by delivering a prompt and friendly service.
- Promoted, sold and recommended in-store items.
- Assisted with locating items and retained knowledge about current and upcoming promotions.
- Authorised payments while directing customers to use the mobile app.
- Supported in store opening and closing procedures, monitored stock levels and fulfilled stock takes.
- Implemented changing Covid-19 regulations, advising visitors to follow guidelines while in store.

## EDUCATION

### University of the West of England (2016-2019)

First Class Honours in  
BA (Hons) Graphic Design

### Coleg Menai (2015-2016)

Diploma in Foundation Studies  
(Art&Design) Merit

### Ysgol Gyfun Llangejni (2008-2015)

A Level Graphic Design A  
A Level Religious Studies A  
A Level Art & Design A  
A/S Information and  
Communication Technology B

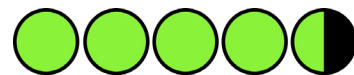
GCSE's 3A\*'s, Distinction,  
2A's, 4B's and 1C

## TOP SKILLS

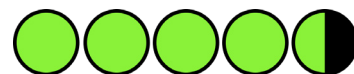
### Creativity



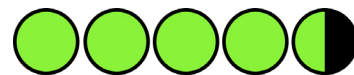
### Communication



### Customer Service



### Adobe Photoshop



### Adobe InDesign



---

## EXPERIENCE CONTINUED

### JOY Supervisor / Style Advisor (September 2019 - July 2020)

- Supported the manager by undertaking additional responsibilities such as safely completing store opening and closing procedures.
- Formulated daily sales stats, monitoring the profit achieved from the categories of sold stock.
- Mentored and trained new style advisors in a positive and thorough manner, implementing company codes of conduct.
- Securely and accurately monitored the till closure procedure and executed banking responsibilities.
- Reported stock levels to regional managers, while also completing transactions and increased sales by up-selling multiple items.

### UWE Graphic Design Degree Show Publication (2019)

- Leader of visual direction as part of a group of selected students that created a final year publication titled "Conversations About Race" used as a racial bias tool kit.
- Independently created all the visuals for the publication, while ensuring changes and improvements were made based upon the groups feedback
- Hosted a fundraising event, securing funds to print 2000 copies of the publication.
- Curated content through workshop direction and organised the publication launch at Bristol Beacon.
- Achieved an 'Inducting with Envy' sticker at D&AD New Blood festival.

### Wildfire Comms Work Placement (June 2018)

- Gained work experience creating spreads and adapting publication layouts at a mixed-media publishing company.
- Crafted published spread designs successfully using copy and provided images for publications that included IE Today, University Business and BS24/7.

## IN MY SPARE TIME

### Drag Performance (March 2019 - Present)

- Curate concepts for performance, organising various elements such as track and visuals.
- Enhance my aesthetic by combining design and drag, creating backdrops, editing images and creating making projection pieces.
- Displayed a range of digital performances during COVID-19 lockdowns, exhibiting work to various large audiences online.
- Negotiate booking fees and contribute to event organisation.

## THREE FACTS ABOUT ME

- I'm a huge foodie and adore small plates and exploring new places to eat.
- I love to upskill and want to learn to sew this year to create unique pieces for drag.
- One of my drag Tik Tok's has 32K views!

## OTHER SKILLS

- Organisation
- Time Management
- Problem Solving
- Multitasking
- Attention to Detail
- Research
- Teamwork
- Adobe Illustratiior
- iMovie
- MS Office Suite
- Fluent / Native in English and Welsh

## CREATIVE FIELDS

- Digital Design
- Social Media Design
- Publication Design
- Branding
- Art Direction
- Print Layout
- Projection Design
- Copy

## ACHIEVEMENTS

### Arnolfini Archive Project (2017 - 2018)

Reinvented the galleries image through a project based on exploring the history of the Arnolfini. Created an unique viewpoint as a group of young creatives lead by the Head Curator.

### West of England Design Forum Design Buddy Scheme (2018)

Attended the offices of True Digital and expanded knowledge on UI design. Receiving feedback on projects from the Creative Director.

### Werkhouse (2018)

Collaborated with other young creatives and designed a detailed idea as a response to a fast paced live brief for the MET Office. Gained industry knowledge from experts during this weekend workshop.

### Innovation Award for GCSE D&T : Graphics (2013)