

# Chris Gregory

## Assistant Manager & Graphic Designer

London N11 1LA

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At the beginning of the year 2016 I have decided to completely change my life and move from my country into the UK. This was a very difficult decision, but it was absolutely necessary to move here, as I wish to study Business and Marketing at Anglia Ruskin University. I have chosen Anglia Ruskin University for its academic program structure, which is allowing students to work during their studies. After being more than 13 years a graphic designer and sales manager in the advertising industry I see myself as being able of doing much more. So, I believe that a job as a graphic designer will help me achieve my dream of working in here in England. As a graphic designer, you have a challenging job that puts your imagination to the test, always makes you think of new possibilities and new ways to make a drawing, logos, and to find new ways to advertise a company, make an advertising campaign including Facebook and Google advertising.

## Personal Details

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**Driver's License:** B

**Eligible to work in the UK:** Yes

**Highest Level of Education:** Bachelor's

**Industry:** Accounting, IT Operations & Helpdesk, Management, Marketing, Media & Communications, Other, Production & Manufacturing, Retail, Sales, Technology

## Work Experience

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### NHS Customer Service Adviser

Sitel - London

May 2020 to Present

- Provide exceptional COVID-19 advising service, currently serving COVID-19 patients
- Be first line telephone support for COVID-19 patients
- Support our members to better use product (app & service) functionality
- Manage the communication channels between the clinicians and the Sitel team
- Manage the clinician database and other administration process
- Work with team leads on continuous improvement of our service
- Escalating customer issues based on predefined processes
- Help creating processes for support and operations team in line with regulatory requirements to improve our service levels
- Identify potential system failures, report and help fixing them
- Participating to multiple online courses including: data security, safeguarding and welfare, customer experience courses
- Using Synergy, NHS Test and Trace websites and Ring Central as main telephone system

## **Assistant Manager & Graphic Designer**

Lion Signs & Blinds LTD - London

May 2018 to March 2020

- Meeting and presenting the business for customers entering in the store
  - Correspondence and dialogue with the company's customers and suppliers via mail or telephone
  - Execution of orders received from the customers
  - Printing posters, wallpapers (with a 1.52m latex printer), pavement signs(printed directly on the iron board with the flatbed UV printer), making the artwork for the 3D signs(build-up letters),printing and cutting vinyl for t-shirts, cutting the dibond, formax and wood letters in a cnc router(2m/3m table dimension), material thickness from 3mm(dibond) to 20mm(correx).
  - Cutting acrylic with a laser machine, table of 90mm/120mm and material thickness of 3mm to 10mm
  - Making the artwork with the customer specifications, sending an email with the artwork and making any amendments that customer require
  - Sticking vinyl on correx, acrylic, dibond, vans, cars
  - Laminating vinyl and wallpaper on a 1.6m laminator
  - Making designs for the uv printer with varnish, white and color layers of printing
  - Cutting vinyl in a 1,2m Summa cutter plotter
  - Ordering vinyl and printer cartridges from the materials suppliers
  - Printing(on UV printer) and cutting logos for t-shirts (t-shirt vinyl) and mugs (by sublimation) Taking care of the good working of the company computers and network
  - Setting up and taking care of any printers from the company(maintenance: changing cartridges, print heads, maintenance kits, nozzle check for uv printer and many other maintenance checks) and the Linux printing server(Caldera) for the latex printer
- Making the online orders for the spot UV business cards, leaflets posters etc on the suppliers website

## **Graphic Designer**

FotoPlus LLC - London

January 2018 to May 2018

- made logos and graphic designs for the store customers, repairing and retouching old photos
- printing posters on canon art paper, canon luster paper and print on canvas with Canon imagePROGRAF PRO-6000 60 inch printer
- printing banners and cut contour vinyls with 54 inch Mutoh Valuejet 1426 and for cut contour I use Mutoh Kona cutter plotter
- all prints and cut contour I make them with the help of Onyx Printing Software
- speaking with the customers about their orders
- printing, developing and scanning photo films with Fuji Digital Imaging DI430, DI450 for printing photos, Fuji Frontier for scanning films and Noritsu developing machine
- verifying company emails for customers orders and respond to them
- designing brochures, leaflets and flyers and print them on Canon 7050i laser printer with advanced finisher
- binding different booklets, laminating A4 and A3 sheets and using large format trimmers
- designing and printing photo albums for customers, cutting vinyl for t-shirts, mugs.
- making passport photos using studio lights and a Nikon D700
- during one month, when the manager and business owner left for a holiday, I was the manager of the store.

## **Assistant Manager**

Darbar LLC - Emsworth

September 2017 to December 2017

- receiving calls and making bookings for the restaurant
- receiving customers and placing them at reserved tables
- arranging the tables and seats needed at the tables as well as arranging them for the second day or for the day in progress
- ensuring a good customer service by ensuring the optimal number of waiters
- stock records of alcoholic and non-alcoholic beverages needed for the bar and restaurant
- keeping a pleasant atmosphere in the restaurant and ensuring a higher standard of services offered to our clients
- ensuring that the designated staff performs a good cleaning of the restaurant
- fulfilling the manager's tasks when he was not present

## **Kitchen Manager**

The Arbour Pub - Maidenhead

January 2016 to September 2017

- ensuring the necessary stocks and their records for the good functioning of the restaurant
- ensuring that the designated staff performs a good cleaning in the kitchen
- taking pictures of food dishes and posting them on Facebook
- stock of cleaning solutions for restaurant and kitchen
- performing the shift rota and adjusting it according to the availability of staff
- making a monthly report with the best-selling dishes
- restaurant menu design and printing as well as posters and flyers to distribute
- take away packing when the restaurant had a lot of orders

## **Manager & Graphic Designer**

Tehno-Print SRL - Craiova

November 2004 to January 2016

- Making logos, banners and large format designs (CorelDraw, Photoshop, Illustrator) for various companies and printing them on various media, posters, t-shirts, caps, pens, photo tricks, cutting and engraving wood and plastic in a CO2 laser, car wrapping, advertising light signs, layer printing with white and silver etc. I used large format printers Roland XJ -640 , VS- 640 and Xerox DocuColor 550 laser printer with dedicated print server, folding, binding, stapling for printing brochures and flyers.
- Developing good working relationships with suppliers, the company's clients and negotiating contracts with them.
- Primary accounting records including computer materials stocks (Microsoft Excel) and record them into an accounting program.
- Negotiating a contract with the main supplier of materials and getting a 20% discount from the price of materials procured from it.
- Negotiations contracts with various large companies as Mitsubishi, Seat, KissFm, 25H.ro, Opel, Palace Craiova Restaurant, etc.

## **Education**

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### **Bachelor's in Business and Marketing**

Anglia Ruskin University London - London

October 2017 to May 2019

### **Bachelor's in Computers and Electronics**

University of Automatics - Craiova, RO

2002 to 2006

### **Bachelor's in Accounting and Financial Management**

University of Economical Science - Craiova

October 1997 to May 2001

### **Certificate of Higher Education in CAD Designer**

Engineering Industry School - Craiova, RO

1995 to 1997

### **Baccalaureate Diploma in Economy**

Brancusi" High School

1995

## Skills

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- Graphic Design (10+ years)
- Typography
- Adobe
- Photoshop (5 years)
- Indesign
- Printing (10+ years)
- Print Production (10+ years)
- CorelDraw (10+ years)
- Microsoft Office (10+ years)
- Driving (10+ years)
- Management (10+ years)
- Sales (10+ years)
- Signage (4 years)
- Illustrator
- Acrobat
- Greeting

## Languages

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- French - Intermediate

## Links

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<https://www.christiangregory.co.uk/>

## Additional Information

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-I've made a lot of graphics designs for different company's in my town.

-I own an professional camera and I graduated a photography course in 2004. -I've made a lot of professional photo to different types of events (weddings, bars, clubs, company's events, christening celebrations, travels).

-In almost 12 years of graphics I worked with a lot of graphic programs (CorelDraw, Adobe Photoshop, Adobe Illustrator, Xerox Free Flow Print Server etc.)

-I used large format printers, digital printers, lasers, foam cutter machines, routers, cutter plotters, paper cutting machines etc.

-I learned how to install Windows, Mac and Linux, how to build a computer network and to make the settings of an network router

-I've learned how to professionally use the Microsoft Office software

-Extensive knowledge developed of how to make hardware repairs of computers