

Myles Robertson

Business Management
(Entrepreneurship)
Graduate

Contact Details

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Skills

- Strategic Analysis
- MS Office & IT
- Communication
- Time Management
- Collaboration
- Multi-tasking
- Problem-Solving
- Adaptability
- Working Under Pressure

Certificates

- Academic Program for Entrepreneurship 2019 – Munich University of Applied Sciences
- Emergency First Aid
- Diplôme de Sabreur - Confrérie du Sabre d'Or
- Storage & Service of Habanos Cuban Cigars
- Food Safety Level 2
- HACCP Level 2
- Disability Awareness

A recent graduate in business management with a proven ability to learn and progress quickly, collaborate across multiple teams, and effectively manage multiple priorities and timelines. This is demonstrated through the various entrepreneurial activities and voluntary roles I have excelled in whilst at university. I enjoy working with a diverse range of people for the attainment of strategic objectives and believe that strong working relationships are vital to personal, professional and organisational success.

Relevant Experience

- 2020-09 - Present **CX Associate – TTEC (eBay), Home-based**
Handling a wide range of customer queries, specifically in member-to-member disputes. Confidently applying complex policies to make decisions using multiple digital resources effectively. Completing management (escalated) call-backs to ensure policy has been adhered to.
- 2018-09 - 2020-05 **Junior Consultant - Bright Red Triangle, Edinburgh**
 - Passed competitive 4-week consultant training programme.
 - Collaborated on projects in the private & charity sector.
 - Applied business theory to solve problems.
 - Learned basics of website management & analytics.
 - Increased proficiency in time management, communication & consulting process.
- 2019-07 – 2020-05 **Brand Ambassador – Curve, London**
 - Communicated product value to entice future customers.
 - Used relationship network to meet personal objectives.
- 2018-11 – 2020-05 **Student Ambassador – Edinburgh Napier University**
 - Represented the university at various events.
 - Delivered presentations to prospective students.
 - Worked across teams to deliver event objectives.
 - Used previous experience to support management.
- 2018-01 - 2018-05 **Assistant General Manager - Wine Press, Dundee**
Efficiently managed a team of eight staff in busy wine bar. Supported staff development and service delivery. Supported general manager in operational management, menu development and marketing.

Voluntary & Extra-Curricular Activity

Edinburgh Napier University

- Academic Ambassador
- Business Management Course Representative
- Member of Quality & Standards Committee
- Member of Programme Approval Board
- Member of Student-Staff liaison Committee
- Direct Entrant Ambassador
- Enhancement-Led Institution Review Student Panel Member

Edinburgh Napier Student Association

- Founder & President – Enterprise & Technology Society
- Founder & President – Blockchain & Fintech Society
- Founder & Vice President – Chess Society
- Business School Societies Committee Member
- Student Association Societies Committee Member (ENSA 50)

Academic & employment references available upon request.

Other Experience

- 2018-06 - **Casual Bartender/Manager** - *Various, Edinburgh*
2020-05
Delivered 5* hospitality experience across Scotland. Worked with high-end clients such as Harvey Nichols, R&A Golf Open & Ayrshire Races.
- 2017-02 - **Bar Manager** - *The Ivy Collection, Buckinghamshire*
2017-12
Delivered consistent weekly turnover above £25k. Trained, developed, and managed team of 12. Reduced holding stock by 37% to improve cash-flow. Improved attainment of team KPI's by 20%. Responsible for recruitment & selection, training, rota, health & safety, alcohol policy, stock management, adherence to relevant laws & performance monitoring.
- 2015-12 - **Bar Supervisor** - *Danesfield House Hotel & Spa, Marlow*
2017-03
Progressed from trainee to supervisor in 13 months. Efficiently managed luxury drinks service at 100+ functions. Developed strong relationships with key clients.
- 2014-03 - **Team Leader** - *Home Fundraising, Dundee*
2015-09
Managed and developed six door-to-door fundraisers. Consistently achieved sales targets regardless of external conditions. Developed skills in persuasion & negotiation. Maintained motivation & positive team culture.

Education

- 2018-09 - **Bachelor of Arts: Business Management with Entrepreneurship** - *Edinburgh Napier University*
2020-10
2:1 Achieved. Studies Included: Entrepreneurial Consultancy, Intl. Business, Strategic Management, IT & Financial Services, Investment Portfolios, Starting & Growing a Business, Leadership in Change, Financial Markets, Sustainability in Business, Disruptive Innovation.
- 2012-08 - **Higher National Diploma: Business (B Grade)**–
2015-06
Dundee & Angus College