

# Christy Tukalo

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## **Summary**

Degree in Product Design from Duncan of Jordanstone College of Art & Design, Dundee. My passion comes from an obsession with design and I have always tried to work with objects, materials or content to create something entirely different.

Looking to use these multidisciplinary skills to develop a career in marketing. Recently completed an internship at Scotland's leading live entertainment producer to gain some experience in this area.

## **Experience**

### **March 2023 - September 2023 - Intern - Press & Marketing Assistant - Gilded Balloon - Edinburgh**

Member of marketing team, supporting various media and PR operations.

- Undertaking administrative tasks for the Press and Marketing departments to assist with the development and execution of media strategies, campaigns and events
- Design and deliver content for digital channels as required
- File press coverage, create monthly coverage reports and draft press releases
- Assist artists with marketing enquiries

### **September 2022 - May 2023 - Volunteer - Social Media Content Management - Grange Hockey Club - Edinburgh**

Member of media team, supporting content management across all social channels.

- Actively utilised and expanded the club's online presence
- Designed and delivered content for their digital channels
- Responsible for overseeing the club's interactions with followers by implementing content strategies
- Monitor trends in social media and online channels with a firm focus on the hockey community

### **June 2019 - September 2022 - Guest Service Agent Hampton By Hilton - Edinburgh**

Member of Front of House team, providing a high level of customer service at all times.

- Supported Senior Management in on-boarding new starts
- Designed new corporate menu which was adopted for restaurant use
- Reviewed guests' interactions in breakfast area. Designed and implemented improvements, resulting in an enhanced customer experience

### **July 2020 - August 2020 - Santosa - Edinburgh**

Commissioned to undertake design work for the Wellness Centre and Café, working with the General Manager and staffing team.

- Revamped menu for re-opening
- Created and promoted 'Covid -19 procedures' graphics for customer awareness
- Developed new graphics and photography for their social media pages

### **August 2019 - Intern - Gender Identity Clinic - London**

Internship working with Senior Clinic Managers to produce design work for the clinic and their patients.

- Managed and promoted art competition for patients
- Re-designed part of the clinic's reception area
- Developed new design for waiting room screen and noticeboards

### **December 2018 - January 2019 - Sales Consultant Ann Summers - Edinburgh**

Member of sales team.

- Receipted goods in stock
- Replenished stock in both stockroom and shop floor
- Assisted customers on shop floor
- Demonstrated general product knowledge necessary to increase sales

### **June 2018 - September 2018 - Customer Service Agent Wilson James - Edinburgh**

Serving on the Welcome team, assisting passengers with pre-departure requirements.

- Supported airport security operations
- Completed Accounting and Authorisation of Hold Baggage for Carriage by Air (Triple A) training
- Worked with Border Force officers to ensure efficient passenger flow

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- Worked with Border Force officers to ensure efficient passenger flow

### **June 2017 - August 2017 - Customer Service Agent Omniserv - Edinburgh**

Member of Welcome team, delivering excellent customer service at all times.

- Supported airport security operations
- Completed Aviation Security training and gained blue pass allowing access to internal and external airside
- Worked with a team of security officers, to maintain smooth security hall operations
- Assisted passengers with general arrival and departure queries

### **June 2015 - Multiply Design Agency - Edinburgh**

Work Experience – Gained insights in design activity within a studio environment working with members of the agency.

## **Education**

### **2017 - 2021 - DJCAD, University of Dundee - Dundee**

Bachelor of Science (Hons) - Product Design - Upper Second Class Honours

### **2008 - 2017 - George Heriot's School - Edinburgh**

- National 5 English – A
- National 5 Mathematics – B
- National 5 Geography – A
- National 5 Design & Manufacture – A
- National 5 Graphic Communication – A
- National 5 French – C
- National 5 Biology – C
  
- Higher Graphic Communication – C
- Higher Design & Manufacture – A
- Higher Business Management – A
- Higher Art & Design – B
- Higher Photography - B
  
- Adv. Higher Art & Design – A
- Adv. Higher Design & Manufacture – C

## **Computer Skills**

- Microsoft Office
- Adobe Creative Cloud
- Computer-Aided Design (CAD)
- Google Workplace
- Wix (Content Management System)
- Red61 (Event Ticketing Software)

## **Interests**

- Playing outdoor hockey and tennis
- Cake making and baking

## **References**

- Available on request