

Robbie Gillibrand

Manchester

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Friendly, adaptable and highly customer-focused professional with extensive experience across hospitality, events, VR technology support, and fast-paced service environments. Brings exceptional communication skills, strong technical troubleshooting ability, and proven success delivering quality service under pressure. Experienced working at major venues, supporting large crowds, and maintaining high standards of professionalism. Passionate about providing great guest experiences and working as part of a reliable, hard-working team.

Willing to relocate to: Manchester

Work Experience

Falls Response Officer

Michael Page (UK) / Stockport Homes Group-Stockport

February 2026 to May 2026

responsibilities include:

- Assist elderly and/or disabled customers from falls, using specialist equipment and training techniques to lift and mobilise clients
- Respond to concerns for welfare, no voice contact calls
- Drive to the scene of the incident within a set time limit
- Call Handling ; answer calls from customers, ring family of client and emergency services if required

Hospitality Staff

Mint People

June 2024 to February 2026

Delivered fast, efficient bar service at large-scale concerts and events.

Supported hotel and apartment concierge operations, assisting with checkins, guest support and problem solving.

Maintained professionalism in high-pressure, fast-moving environments.

Seasonal Bartender

Freight Island-Manchester City Centre, Greater Manchester

November 2025 to January 2026

Worked across various bars delivering excellent and efficient service.

Juggled multiple events per day, usually concurrently and working across different bars selling different products

VR Master / Customer Experience Assistant

DNA VR

February 2023 to July 2024

Guided customers through VR experiences, tailoring support to different skill

levels to ensure a safe and enjoyable session.

Troubleshoot and repaired VR equipment, including PC diagnosis, headset maintenance, and replacing components.

Managed bookings, customer enquiries, and front desk operations.

Contributed ideas and support for social media content creation.

Hospitality Staff

Arc Hospitality Recruitment

October 2021 to February 2023

Delivered bar, table and VIP service at major venues inc. Cheltenham Racecourse, AO Arena and the Etihad Campus.

Adapted quickly across different roles including food service, customer support and venue operations.

Upheld strict health & safety standards, including at COVID-19 test centres.

Chef de Partie

Hoburne Bashley

February 2018 to October 2021

Progressed from Kitchen Porter to Chef de Partie, working across multiple stations.

Assisted with preparation and cooking for large-scale events.

Maintained high standards of cleanliness, speed and food quality..

Education

Game Design & Production (Diploma of Higher Education)

University of Salford

2020 to Present

Digital Creative Media Production (A-Level)

2019 to 2020

Diploma

The Arnewood School

2018 to 2019

GCSEs

2014 to 2016

Skills

- Multitasking Under Pressure
- Booking & Queue Management
- Microsoft Office
- Adobe Photoshop & InDesign
- Customer communication

- Attention to detail
- Teamwork & Communication
- Clear verbal communication
- Front Desk / Concierge
- Blender
- Customer Service & Guest Experience
- Bar Service & Hospitality Operations
- Social Media Support
- Technical Troubleshooting (PC / VR Hardware)
- Conflict resolution