

Craig Little

Paisley, Scotland, UK | +44 7479 019311 | craig.13.little@gmail.com |
<https://www.linkedin.com/in/craig-little-4b627b15b/>

OBJECTIVE

I have 1 year 10 months experience as a cabin crew and 2+ years' experience in a customer facing role online. Through these roles I have assisted people from all over the world and developed a love for different world cultures. I have a passion for travel and experiencing new cultures and wish to follow this passion whilst making an impact on people and helping them learn about new languages and cultures.

EXPERIENCE

September 2023 – Current

CABIN SUPERVISOR, RYANAIR UK

Permanent supervisor role.

March 2023 – August 2023

JUNIOR CABIN SERVICE SUPERVISOR, RYANAIR UK

Operating as normal Cabin Crew whilst also Supervisor when necessary:

- Responsible for activities of the other cabin crew
- Cabin preparation before flight including safety equipment checks
- Briefing of crew / passengers
- Securing cabin for take-off/landing + reporting to commander
- Observing passenger safety requirements during flight
- Ensuring security checks and procedures adhered to
- Onboard accounting / paperwork at end of duty

March 2022 – March 2023

CABIN CREW, RYANAIR

Working within a four-person team that is quick thinking, hard-working and customer focused, to ensure customers are provided with a safe, relaxing, and secure experience travelling. Flying 5 days a week to different countries throughout Europe on a low-cost carrier airline (Boeing 737-800, Boeing 737-8200 aircraft)

November 2021 – December 2021

FACEBOOK BRAND AMBASSADOR, RETAIL MARKETING GROUP

Promoting and selling the Oculus Quest 2 Virtual Reality headset in Currys Megastore.

- Answering any questions about the headset to customers.
- Demoing the product to customers.
- Promoting the wide range of apps and accessories for the headset.

January 2018 – February 2020

ALTSPACEVR COMMUNITY SUPPORT TEAM, MICROSOFT

Community support and moderation inside the Social VR application, AltspaceVR.

- Working with a team to help create the best experience for users.
- Talking in public spaces with users from all over the world, making them feel comfortable in the service and in virtual reality.

- Assisting users with any issues they are having, from account, issues, to issues with their devices, and offering the best solution for them.
- Moderating the public spaces, making sure that users are safe and are not disruptive to other users and the service.

EDUCATION

2023

DIPLOMA in TEFL/TESOL, THE TEFL ORG

200-hour Level 5 Online TEFL Diploma:

100-hr TEFL Methodology, 80-hr Grammar & Language Awareness, 10-hr Telephone Teaching and 10-hr Teaching Large Classes Courses

2016-2020

BSC HONS MATHS AND COMPUTER SCIENCE, UNIVERSITY OF STRATHCLYDE

Bachelor of Science in Mathematics and Computer Science with Second Class Honours, upper division

AUGUST 2016

GLENIFFER HIGH SCHOOL

ADVANCED HIGHER	HIGHER
B – PHYSICS	A – COMPUTER SCIENCE
B – MATHEMATICS	B – MATHEMATICS
C – COMPUTER SCIENCE	B – PHYSICS
	B - CHEMISTRY
	C - ENGLISH

SKILLS

- Teaching English as a Foreign Language (TEFL)
- Event Facilitation, stage management and individual performance
- Teamwork and collaboration on creative project
- Work well with others
- Enthusiasm
- Crew Management
- Technical Support
- Event production and execution
- Remain calm in stressful situations
- Conflict management
- Customer Success

ACTIVITIES

Due to the nature of my past work at AltspaceVR I found it beneficial to learn different languages. Currently I am teaching myself a few different languages including Korean, Japanese.

I enjoy solo travelling to different countries to experience their rich culture, having spent 3 days in Paris, 9 days exploring Seoul, South Korea and most recently 2 weeks travelling around Japan, visiting Tokyo, Hiroshima, Kyoto and Oarai. During this time in Japan, I found the country and the

people incredibly peaceful and respectful and would love the chance to visit again to experience further the rich culture of the Country.

I am currently pursuing a Private Pilot License with the aim to become a qualified pilot, with the aim to fly recreationally and to take my friends exploring the skies of Scotland and beyond.

As part of my dissertation in 4th year at University, I worked on a virtual reality application that looked at the feasibility and acceptability of using VR to assist with people with dementia. This involved research of dementia, and current applications on the market, followed by development of a proof-of-concept prototype.

In my spare time, I am an avid gamer. I spend a lot of my time gaming as I enjoy being transported to different worlds to experience those realities.