

Kat Brawn

Salisbury, ENG SP29EN SP2 9EN

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Personal Details

Driver's License: Cars

Eligible to work in the UK: Yes

Highest Level of Education: A-Level or equivalent

Industry: Administrative Assistance, Call Centre, Customer Service, Healthcare, Hospitality & Tourism, Retail

Total years of experience: 4

Work Experience

Patient Support Coordinator

Montu-Salisbury UK

November 2025 to Present

- **High-Volume Call Handling:** Managing inbound and outbound calls (around 450/week) to guide patients through their treatment journey.
- **Patient Assistance:** Booking appointments, completing required documentation, and resolving patient queries with empathy and accuracy.
- **Record Management:** Updating and maintaining patient information in the management system, Semble, ensuring all data is accurate and compliant with GDPR.
- **Collaboration:** Working closely with our clinical team to guarantee smooth patient experiences and continuity of care.
- **Professional Conduct:** Providing efficient, polite, and empathetic service, maintaining Montu UK's standard of excellence at all times.
- **Montu UK** is a leading digital health company specialising in cannabis-based medicines (CBPM). I am committed to transforming lives by improving access to safe, effective treatments and offering an exceptional standard of care.

Bar Supervisor

Wiltshire Creative-Salisbury

December 2024 to Present

- Supervising Bar area & managing staff
- Organising Breaks in accordance with company policies and Show times e.g. Interval times & Show durations
- Assisting customers with queries about shows & general questions relating to the venue & stock (Alcoholic, Low Alcohol & Soft Drinks)
- Closing Bar duties, including stocking up, closing the venue & full clean of the bar & bar equipment
- Closing Tills, including cashing up, filling in forms & printing off End-Of-Day reports. Communicating with the Duty Manager about Float Totals, organising Petty Cash and organising Cash/Notes held in the Safe.

Support Booking Coordinator

Salisbury NHS Foundation Trust-Salisbury

July 2024 to October 2025

Administrative experience in Oral Surgery, Orthodontics, Ophthalmology, ENT, Gynaecology, Infertility, Respiratory, Paediatrics, Rheumatology, Endocrinology & Diabetes, Cardiology & Vascular.

Managing referrals & processing referrals from all entry points, including eRS and Central Booking email inboxes

- Call Handling, including confirmation of surgery's and general enquiries
- Completing Trolley rounds, paper scanning, follow up requests (e-outcomes) & ERS Transfers & ERS Drop Offs
- Able to support Booking Team with tasks such as short notice clinic cancellations
- Providing basic non clinical information to patients and staff via phone and email
- Communicating to patients professionally and effectively whilst maintaining a caring attitude
- Basic knowledge of NHS policies and procedures relevant to a referral and booking process with particular emphasis on the trust access policy to record cancellation and offer information
- Knowledge and understanding of NHS software required e.g. Netcall, Lorenzo, Windows, eRS
- Can prioritise tasks and meet deadlines for wider team compliance
- Can solve simple problems related to assigned tasks e.g. resolving referral queries from patients and staff
- Can work effectively within a team understanding the need for collaboration and shared priorities with all team members

Waitress

Ottolenghi-Bicester

March 2024 to April 2024

Waitressing, dealing with allergies and customer queries. Taking orders, advising on recommended breakfast, lunch, dinner, dessert and drinks options including wine. Taking cash and card payments and handling tips. Serving food and drinks to customers.

Emergency Call Handler

South Central Ambulance Service-Bicester

November 2023 to March 2024

I take a variety of emergency calls from Oxfordshire, Buckinghamshire, Berkshire and Hampshire in the Ambulance Service. Taking 999 calls from police, fire services and the general public working shift work in a busy control centre

Activity Instructor/Group Leader

PGL (UK)-Eastbourne

September 2022 to November 2023

In this role, I take groups of up to 16 kids on 90 minute sessions. Currently I run sessions for Jacob's Ladder, zip Wire, All Aboard, Leap of Faith, Rock Climbing, Archery as well as many other activities.

FOH Team Member/Waitress

Greene King-Salisbury

April 2022 to August 2022

- Waitress
- FOH Staff
- Limited Bar experience

Team Member

Jumpin Inflatable Fun-Salisbury, Wiltshire

May 2021 to April 2022

I worked as a Barista/Cafe Team Member, Inflatable Marshal, Party Host and Receptionist during my time in this role.

Education

Public Services (BTEC Level 3 Extended Diploma)

Wiltshire College-Salisbury, Wiltshire

September 2020 to July 2022

Biology (GCSE or equivalent)

FAREGOS Home Education Centre-Titchfield, Hampshire

September 2017 to July 2020

Mathematics (GCSE or equivalent)

FAREGOS Home Education Centre-Titchfield, Hampshire

September 2017 to July 2020

Travel and Tourism (GCSE or equivalent)

FAREGOS Home Education Centre-Titchfield, Hampshire

September 2017 to July 2020

English Language (GCSE or equivalent)

FAREGOS Home Education Centre-Titchfield

September 2017 to July 2020

Skills

- Serving Experience
- Can be confident in myself and when talking to others
- Communication Skills
- Can socially interact with customers and other people
- Customer Service
- Cash
- Can be clean and tidy in a job

Certifications and Licenses

Driving Licence

April 2025 to Present