DEMARNAY GRAHAM

Customer Service | Sales | Hospitality | Team Leading
West Bromwich, West Midlands, B71 1ND
07450 075739 | marnay@marnaymade.co | marnaymade.co
Full UK driving licence

PROFILE

Customer-facing worker with experience across casino, hospitality, events and field sales, including team leader responsibility at Aston Villa and Wolverhampton Wanderers. Used to cash handling, till reconciliation, stock counts and dealing with the public under pressure and to procedure. Calm, articulate and reliable.

KEY SKILLS

- Customer service, face to face and under pressure
- Cash handling and till reconciliation
- Stock and till counts, supervisory tasks
- Field and door-to-door sales
- Working to targets and KPIs
- Compliance and procedure in regulated settings
- Team leading
- Clear written and verbal communication
- Full UK driving licence

EMPLOYMENT HISTORY

Croupier - Grosvenor Casino, Walsall

2021

- Dealt table games and calculated payouts mentally at speed.
- Handled cash and chips under continuous compliance observation.

Marketing Executive - Pack Associates, Birmingham

2021

- Worked the BT and Shell forecourt campaigns.
- Face-to-face promotion, door-to-door sales and marketing events.

Hospitality & Events, including Team Leader - Evolve Agency, Birmingham

2020 - 2022

- Bar and kiosk work at Cheltenham, Warwick and Worcester racecourses and at football grounds.
- Team leader at Aston Villa and Wolverhampton Wanderers, running stock and till counts.

Sports Coach - Uplands Manor Primary School

2015 - 2019

- Completed a Level 3 apprenticeship with the school, then employed as a coach.
- Delivered PE lessons, clubs and activities to years 1-6 in a school of over 900 pupils.

SELF-EMPLOYED WORK

Designing and building websites since 2019, including a live site currently in delivery for a plumbing and drainage client. Founder of Play On The Court, a grassroots basketball organisation in the West Midlands.

QUALIFICATIONS & TRAINING

- CPCS Red Trained Operator Card - Forward Tipping Dumper (2026, valid to mid-2028)
- CSCS Green Labourer Card, Level 1 (2024)
- Full UK driving licence

EDUCATION

- Level 3 Advanced Apprenticeship - Supporting Teaching and Learning in PE and School Sports. SW Training, 2017.
- Introduction to Business Agility - The Open University (OpenLearn), 31 January 2026. Statement of participation; carries no credit points.
- GCSEs, Sandwell Academy - Mathematics (A), Physical Education (A), Additional Science (B), Business Studies (C), English (C), Science (C).
- BTEC Sport - Distinction, Sandwell Academy.

REFERENCES

Available on request.