

# ANTONIO MIGUEL ALCAZAR

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## PROFILE

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Bilingual English–Spanish administrator with a postgraduate background in arts management and a decade of progressively responsible operational experience. Comfortable working independently within structured workflows, managing competing priorities to deadline, and producing accurate, reliable output with minimal supervision. Brings a grounded research and data-handling background — including quality assurance on social research surveys, HR and attendance reporting, and project management system administration — alongside demonstrated ability to adapt quickly to new systems and processes. Looking to move into a full-time office-based administrative or coordination role.

## EXPERIENCE

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### Night Shift Colleague | **Tesco**

Manchester, UK • 2022 – Present

- Manages stock replenishment, product rotation, and aisle compliance independently across high-volume nightly shifts, consistently meeting corporate deadlines.
- Coordinates delivery intake against back-of-house systems, ensuring accurate floor distribution and continuity across handovers.
- Operates within time-sensitive, accuracy-critical workflows requiring sustained self-direction and prioritisation under pressure.
- Maintains full adherence to health and safety, fire, and delivery compliance procedures throughout every shift.

### Team Leader | **WHSmith**

Manchester, UK • 2017 – 2022

- Took on operational leadership responsibilities including shift planning, staffing rotas, daily takings, and secure opening and lockdown procedures.
- Trained and coached new staff across retail floor and stockroom functions; monitored performance and fed back to area management.
- Managed stock discrepancies through weekly reporting and contributed to internal shrinkage reduction initiatives.
- Liaised directly with area management on KPIs, compliance, and operational adjustments.

### Supervisor | **Starbucks**

Manchester, UK • 2015 – 2017

- Supervised shift operations including task delegation, safety checks, cash handling, and customer flow management.
- Supported staff onboarding and ongoing development through coaching and structured performance feedback.
- Maintained operational standards across service delivery, stock processing, and hygiene compliance.

### Administrative Assistant | **Morris Hargreaves McIntyre**

Manchester, UK • 2015 – 2016

- Provided administrative support to both the finance and research teams within a busy cultural consultancy, including processing data, managing expense records, and supporting HR reporting on staff rotas, holidays, and attendance.
- Administered the Synergist project management system and contributed to the transition to new software processes.
- Undertook quality assurance work on social research surveys — coding and validating data and preparing stimulus materials for qualitative focus groups serving major arts and cultural clients.
- Contributed to audience research projects, producing findings that directly informed strategic planning for client organisations.

## Teaching Assistant | Didsbury CofE Primary School

Manchester, UK • 2015

- Supported Year 5 and 6 pupils across core subjects; prepared teaching materials and tracked academic progress.
- Communicated clearly and professionally with teaching staff, adapting support strategies to individual pupil needs.

## PLACEMENTS

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### Marketing Team Manager (Placement) | University of Manchester

Manchester, UK • 2017

- Developed a social media and event communications strategy for a university arts and culture initiative.
- Coordinated collaborative content with Z-Arts and the Manchester Refugee Network; designed and distributed audiovisual materials and managed scheduling across multiple platforms.

### Research Assistant (Placement) | Royal Exchange Theatre

Manchester, UK • 2017

- Analysed audience feedback from over 2,000 attendees; co-authored findings that contributed to a multi-organisation cultural manifesto.
- Supported campaign planning with audience insight data and produced stakeholder reporting for business development purposes.

## EDUCATION

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### MA Arts Management — University of Manchester

Modules: Business Strategy, Cultural Policy, Management Principles. Dissertation on dialect and theatre marketing. Placements at Royal Exchange Theatre, University of Manchester, and Z-Arts, with a focus on Audience Development and Research.

### BA English (Linguistics and Literature) — Universidad de Alcalá, Madrid

Focus areas: Communication Strategies, Discourse Analysis, English Drama.

## SKILLS & COMPETENCIES

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**Administrative:** Data entry and validation, inbox and calendar management, HR and attendance reporting, expense processing, minute-taking support, document management.

**Systems:** Synergist (project management), Microsoft Office (Word, Excel, Outlook), standard back-of-house stock and logistics systems.

**Research:** Quantitative and qualitative data handling, survey QA and coding, audience research, stakeholder reporting, report writing.

**Languages:** English (professional proficiency), Spanish (native).

## ADDITIONAL

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CACHE Level 3 Teaching Assistant Certification.

Volunteer, Manchester Literature Festival.

Member, Whitworth Young Contemporaries.

References available on request, including Andrew McIntyre, Director, Morris Hargreaves McIntyre.