**Mrs T**
**Address**: Chosen Hill School……
**Date of Birth**: 02/05/2002
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Profile

I am a mature, hardworking individual who is a good team player and has been recognised for delivering high standards of customer service in my part time employment. I am currently a full time student in the final year of A-levels seeking an apprenticeship in HR. I actively seek out new challenges, enjoy taking on responsibility and am confident when working with a wide range of individuals. I have a full driving license and am willing to travel for employment.

Education

I am currently studying Maths, Physics and Computer Science A-levels at Chosen Hill Sixth Form. I also completed my GCSE’s here in June 2018 (see table below for my results). My predicted Grades for my A-levels are B in Computer Science, C in Maths and D in Physics.

GCSE Results

|  |  |
| --- | --- |
| **Subject**  | **Grade** |
| English language  | 6 |
| English literature  | 6 |
| Mathematics  | 6 |
| Biology | 5 |
| Chemistry | 6 |
| Physics | 6 |
| Art and design Graphics | 4 |
| Geography  | 5 |
| Computer Science | 5 |

I also have Distinctions in Grade 5 Ballet, Intermediate Foundation Modern Theatre, Grade 6 Modern Theatre and a merit in Intermediate Tap.

Employment/Work Experience

**B&Q Cheltenham, Customer Advisor, April 2019 – Present.**

* Responsibility for serving customers on the tills and advising them about their own projects and help them about the store.
* Responsibility for training new staff on the tills due to my confident and friendly approach.
* Responsibility for cash handling working in the office and cashing up every Sunday.
* Using numeracy skills to investigate till discrepancies, float each till and do the banking for the store on a Sunday.
* Using communication and customer service skills on the returns desk when dealing with customer enquiries, complaints and queries.
* Using communication skills to help customers via phone and face-to-face enquiries.
* Developed sales skills to help the store reach the sales targets and try to sign as many people up for the loyalty scheme as possible, trying to ensure their loyalty and their return to the store.
* Flexibility to work in a range of areas to support the team whenever there was absence.

**Funky Warehouse, Counter Assistant, August 2016 - September 2017**

* Customer facing role giving highest levels of service when buying food from the café, enjoying a booked party or waiting in the general café area.
* Team player to help in other areas when the pressure is on to ensure customers leave with a good impression of the establishment and want to return.
* Trusted to work without supervision preparing food, cleaning tables and the kitchen.
* Able to organise the workload to maintain high standards whilst under time pressures when running and organising children’s parties.

**Red Earth Systems, Team Member, July 2017**

* A week’s work experience whilst in Year 10.
* Learned how to test hardware components of machine using testing software.
* Tested a batch of motherboards to make sure there were no problems.
* Learned how to use a 3D printer and how to use the software to render the designs I wanted to print.

Interests/Hobbies

From November 2004 until October 2019 I was enrolled in multiple dance schools in Cheltenham. I have put a temporary halt on these to focus on the final year of my studies demonstrating my ability to prioritise my commitments. Throughout this time, I took every Ballet, Tap and Musical Theatre offered to me. I performed in a panto every January from 2017-2020 which I really enjoyed. I would audition in September and attend rehearsals every Wednesday until the shows demonstrating my ability to commit to a project long term. This helped me develop my confidence, as I had to get on stage in front of a theatre full of people. I also learned to play some musical instruments, such as flute, clarinet and guitar.