

Sarah Walker

24 Cherry Tree Lane, Hatfield, Hertfordshire AL10 3TK
Mob: 07956 123 456 Tel: 01707 123456 Email: sarah123x@yahoo.com

PROFILE

A hardworking, reliable and enthusiastic person with extensive warehouse and forklift truck driving experience. Outgoing with strong and effective organisational and communication skills. Good team player and able to use own initiative to achieve both personal and company objectives. Good computer skills. Versatile, learning new tasks and skills quickly.

KEY SKILLS / ATTRIBUTES

- Forklift, Counter Balance and Narrow Aisle truck licences
- Excellent customer service, communication and time management skills
- Natural problem solver with the ability to multi-task and thrives on challenges
- Highly motivated with a desire to achieve high standards
- Ability to cope with change and adaptable to new situations
- Flexible and supportive team player, capable of working under pressure

CAREER HISTORY

ACTIVELY SEEKING EMPLOYMENT

Jan 2010 – Present

AMAZON

Nov 2005 – Dec 2009

Warehouse Forklift Operative

- Responsible for handling, loading and unloading incoming and outgoing orders within tight timescales using a variety of forklift trucks
- Checked the weights and measurements of all incoming and outgoing orders
- Liaised with the operational team regarding the movement of incoming and outgoing orders and dispatching the delivery notes on a daily basis
- Operated and maintained a variety of warehouse vehicles and machinery including Forklift, Counter Balance and Narrow Aisle trucks
- Moved goods packed on pallets or in crates around the warehouse facility, stacking these into the correct storage bays and following strict stock control instructions
- Maintained the warehouse to high standards, ensuring the floors were clear of any obstacles and racking systems and machinery were kept clean
- Operated the in house company database which stored information relating to customer orders and stock and quality control
- Worked individually as well as part of a team, demonstrating a strong team work ethic
- Demonstrated excellent observation skills and the ability to apply good judgement in difficult situations, providing a calm and mature response
- Developed a disciplined and organised approach to prioritise the workload
- Complied with strict Health and Safety, Fire Awareness and Security procedures, policies and standards

ZARA

Jul 2001 – Oct 2005

Retail Assistant (Part Time)

- Promoted a welcoming environment where customers received great service and endeavoured to maintain the shop to exceptional standards
- Stocked clothes and accessories, and ensured products were presented neatly on rails and on the display areas, keeping the area safe of hazards at all times
- Undertook stock checks and ensured orders were placed to maintain optimum stock levels to meet customer demands
- Dealt with customers' enquiries or complaints face-to-face and resolved any issues quickly and efficiently and passed them onto a manager if required

General CV

- Assisted customers with their purchases and advised when requested items would be available in the store or from stores in other locations
- Regularly involved in store promotions, advertising special offers and discounts on products as well as promoting store cards to eligible customers
- Responsible for checking and unpacking stock deliveries, correctly pricing items, attaching security tags and displaying goods encouraging customers to make purchases
- Responsibly operated the till, handling cash and credit/debit cards
- Adhered to security issues concerning stock and cash, minimising the opportunity for shoplifting and theft
- Demonstrated confidence and tact when dealing with demanding customers
- Developed excellent communication, customer service and listening skills, as advised customers on latest fashion and trends
- Complied with strict Health and Safety in the Workplace, Retail Law, Security, Welfare and Fire Safety procedures, policies and standards

RAISED FAMILY

Apr 1998 – Jun 2001

THE WHITE LION PUBLIC HOUSE

Jan 1997 – Mar 1998

Bar Associate

- Promoted a welcoming and relaxing atmosphere, where customers received a friendly and efficient service, and endeavoured to maintain the bar to exceptional standards
- Presented menus, took orders for food and drinks and once the orders were ready, the food and drinks were served in a friendly and courteous manner
- Served customers with a variety of drinks, snacks and hot food throughout the day
- Responsible for ensuring the glasses were washed, the tables, floor and bar areas were clean
- Dealt with payments promptly and responsibly operated the till, handling cash and credit /debit cards, reconciling the monies at the end of each evening
- Remained alert and observant for any situations of conflict, with the skills to prevent matters escalating
- Confidently requested formal identification from any customers that appeared to be under age
- Displayed the ability to remain calm under pressure whilst delivering excellent service

Further Career History available on request

QUALIFICATIONS

- NVQ Level 2 in Customer Service, Kingston College, Surrey
- GCSE passes: Mathematics (B), English (B), Biology (C), Chemistry (C), Geography (D), History and French, Imperial High School, Hertfordshire

TRAINING

- Building Strong Customer Relationships
- Dealing with Challenging Customer Interactions
- Negotiating Skills in Action
- Effective Time Management
- Food & Hygiene
- Health and Safety at Work
- First Aid at Work
- Manual Handling
- Fire Safety
- Flammable Liquid Safety

IT SKILLS

- Microsoft Word, Excel, PowerPoint and Email

ADDITIONAL INFORMATION / INTERESTS

- Volunteer at the local school, twice a week, getting involved with fund raising events and helping the young children with their activities
- Enjoy reading, walking, cooking and socialising with family and friends
- Additional languages: Spanish (fluent) and French (conversational)
- Driving licence: Full, clean UK licence

References available upon request

Julieta Sanchez

1A Cedar Gardens, Twickenham, Middlesex TW1 1PP

Mob: 07956 123 456 Tel: 020 8123 4567 Email: julieta123x@yahoo.com

PROFILE

A conscientious, reliable and self-motivated individual with extensive training in customer service and sales. Outgoing with strong and effective organisational and communication skills. Excellent time management with the ability to work to tight deadlines. A confident problem solver with the ability to adapt well to new situations and different circumstances. Versatile, adaptable, creative and learns new tasks/skills quickly.

KEY SKILLS / ATTRIBUTES

- Good relationship management skills with the ability to adapt style as appropriate and establish rapport
- Highly determined and motivated with a desire to work hard and achieve high standards
- Demonstrates the ability to work independently, learn and think quickly, and multi-task
- Excellent communication, interpersonal and time management skills
- Capable of managing stress as well as showing control whilst under pressure
- Flexible with the ability to cope positively with change and adapt to new situations
- Able to get on with people from all backgrounds and age groups and be discreet and diplomatic
- Confidently manage problems in a positive and assured manner, creating a satisfactory solution
- Effectively allocate time by distinguishing between low and high priority tasks and activities
- Able to identify, analyse and solve problems as they occur, and find suitable solutions
- Experience of using good judgement to make well-reasoned decisions in a range of situations
- Supporting young family through life changes, with great stamina and enthusiasm
- Excellent practical skills, an appreciation for detail, high levels of concentration and focus
- Warm, friendly, supportive and caring personality

WORK EXPERIENCE

ACTIVELY SEEKING EMPLOYMENT

Jan 2010 – Present

HOMEMAKER

Nov 2005 – Dec 2009

- Responsible for the upkeep and maintenance of a clean and safe home environment and providing balanced and nutritious meals for the family
- Experienced in making financial decisions, managing the household budget carefully and effectively along with managing family bank accounts, utility bills and credit card accounts
- Identify and act on any family illness through use of careful observation skills, recognising changes in behaviour, mood, and temperature, ensuring family health matters are prioritised and organise regular check-ups and dental appointments
- Undertake the health care and support of children when they are ill, liaising with medical professionals, and dispensing prescription medicines routinely and in accordance with medical advice
- Provide children with educational support, helping with reading and homework and encouraging learning and development in the home
- Plan and organise stimulating activities, and a large range of social events including birthday parties and sleepovers, take children on regular outings and keep them entertained through play
- Attend school social events such as festivals, sports days, plays and concerts
- Undertake the school run for the children ensuring their safety and well being between home and school
- Regularly check the vehicle ensuring it is clean and in roadworthy condition
- Carry out general administrative duties relating to vehicle maintenance and insurance, dealing with MOT scheduling, servicing and Road Tax, keeping all paperwork organised
- Emphasise positive attitudes and values including honesty, fairness and respect for other people
- Set a good example by demonstrating strong family values and lead by example
- Communicate fairly and clearly with confidence and apply discipline in a consistent manner
- Establish clear rules and expectations for children's behaviour at home and at school

Homemaker CV

- Developed a wide range of practical skills, including undertaking renovations, decorations and running repairs around the home
- Exercise independent judgement and initiative when problems or unexpected situations arise by taking appropriate action to resolve problems, in a calm and controlled manner
- Creative, imaginative, patient, tolerant with a good sense of humour
- Excellent customer service skills and experienced in dealing with a range of companies including utilities, banks and retailers
- Proven ability to work on own initiative, within time pressures and balance competing priorities skilfully
- A strong awareness of Health and Safety, Fire Awareness, Security and Food Hygiene

EDUCATION

- Secondary School education studied at Imperial High School

TRAINING

- | | |
|---|--|
| ▪ ECDL Concepts of Information and Communication Technology | ▪ Negotiating Skills in Action |
| ▪ Customer Service via Phone and Email | ▪ Selecting the Solution for a Problem |
| ▪ Customer Service: Increasing Sales via Service | ▪ Communicating Clearly |
| ▪ Customer Service: Positive Outcomes | ▪ Realistic Time Management Goals |
| ▪ Customer Service: Making a Difference with Customers | ▪ Typing Master – Touch Typing |
| | ▪ Forklift Operator – 7 Theory Modules |
| | ▪ Safety Orientation |

IT SKILLS

- Microsoft Word, Internet Explorer and Outlook Express (Email)

OTHER INFORMATION / INTERESTS

- Enjoy keeping up to date with fashion, dressmaking, knitting, reading, walking, cooking and socialising with family and friends
- Additional Languages: Fluent French and Spanish
- Driving licence: Full, clean UK licence

References available upon request

Emma Palmer

18 London Road, Watford, WD17 1BC

Mob: 07712 345 678 Tel: 020 8123 4567 Email: emma.palmer5@gmail.com

PROFILE

A pro-active, confident and self-motivated individual with retail experience. Trustworthy, punctual and committed to delivering excellent customer service. A strong team player who enjoys the challenge of new tasks and works confidently under pressure using own initiative to solve problems effectively. Good IT skills and the ability to plan and prioritise workload. Learns new tasks and skills quickly.

KEY SKILLS / ATTRIBUTES

- Good customer service, communication and time management skills
- Excellent organisational skills with a proactive flexible approach to manage changing priorities
- Enjoys meeting challenges and seeing them through, maintaining high standards throughout
- Demonstrates meticulous attention to detail and high levels of concentration and focus
- Displays a strong personal commitment to successfully completing all projects

QUALIFICATIONS

- Predicted GCSE grades: English Literature (B), English Language (C), Maths (C), Science (C), IT (C), Textiles (B), French (C) History (D), Religious Studies (B) Imperial High School (2008-2013)

WORK EXPERIENCE

GAP

Oct 2012 – Oct 2012

Sales Associate – (Work Experience)

- Promoted a welcoming environment where customers received great service and maintained the shop to high standards
- Stocked clothes and accessories, and ensured products were presented neatly on rails and on the display areas, keeping the area safe of hazards at all times
- Dealt with customers' enquiries face-to-face and resolved any issues quickly and efficiently and passed them onto a manager when required
- Responsible for checking and unpacking stock deliveries, correctly pricing items, attaching security tags and displaying goods encouraging customers to make purchases
- Adhered to security regulations concerning stock and cash, minimising shoplifting and theft
- Provided high levels of customer care ensuring customers received attentive and pro-active service
- Demonstrated confidence and tact when dealing with demanding customers
- Developed effective communication, customer service and listening skills, as advised customers on latest fashion and trends
- Played an important role in making the customer's shopping experience enjoyable

TRAINING

- Health and Safety Training (Gap)
- St John's Ambulance First Aid Certificate – Level 1

IT SKILLS

- Microsoft Office skills - Word, Excel, Access, PowerPoint and Publisher

ADDITIONAL INFORMATION / INTERESTS

- Additional Languages: French (conversational)
- Captain of the school netball team
- Enjoy keeping up to date with fashion trends, listening to music, playing the piano and recreational sports

References available upon request

Lucy Bush

Flat 21, 3 Park Gardens, Leeds, LS1 2SP

Mob: 07777 123 457 Email: lucybush93@hotmail.co.uk

PROFILE

A determined, people focussed and friendly person with retail experience and extensive retail and customer service training. Naturally confident, uses initiative to solve problems effectively. Fast learner with the ability to adapt and develop new skills quickly. Positive, enthusiastic attitude and willing to take on responsibility to meet and exceed company objectives. Excellent IT skills with the ability to concentrate and complete tasks within tight timescales.

KEY SKILLS / ATTRIBUTES

- Good customer service, communication and time management skills
- Flexible and supportive team player with a positive enthusiastic attitude to work
- Good organisational skills and able to pay close attention to detail, along with a proactive approach
- Enjoys meeting challenges and seeing them through, maintaining high standards throughout
- Flexible, approachable with the ability to cope well under pressure and with change
- Natural problem solver with the ability to multi-task in a fast paced environment
- Proficient in Microsoft Word, Internet Explorer and web based Email

WORK EXPERIENCE

ACTIVELY SEEKING EMPLOYMENT

Jul 2011 – Present

GAP (Leeds)

Jun 2011 – Jun 2011

Sales Associate

- Promoted a welcoming environment where customers received great service and maintained the shop to high standards
- Stocked clothes and accessories, and ensured products were presented neatly on rails and on the display areas, keeping the area safe of hazards at all times
- Dealt with customers' enquiries face-to-face and resolved any issues quickly and efficiently and passed them onto a manager when required
- Responsible for checking and unpacking stock deliveries, correctly pricing items, attaching security tags and displaying goods encouraging customers to make purchases
- Adhered to security regulations concerning stock and cash, minimising shoplifting and theft
- Provided high levels of customer care ensuring customers received attentive and pro-active service
- Demonstrated confidence and tact when dealing with demanding customers
- Developed effective communication, customer service and listening skills, as advised customers on latest fashion and trends
- Played an important role in making the customer's shopping experience enjoyable
- Complied with strict Health and Safety in the Workplace, Retail Law, Security, Welfare and Fire Safety procedures, policies and standards

TRAINING

- Customer Service: Increasing Sales via Service
- Customer Service via Phone and Email
- Dealing with Challenging Customer Interactions: Resolving Challenging Situations
- Customer Service: Making a Difference with Customers
- Dealing with Challenging Customer Interactions: Overcoming Communication Issues
- Customer Service: Positive Outcomes

ADDITIONAL INFORMATION / INTERESTS

- Enjoy keeping up with fashion trends, making and altering clothes, going to vintage fairs, listening to music and attending concerts with friends

References available upon request

Michael Banks

21 Liverpool Road, London, Greater London, N1 0RW

Mob: 07917 123 456 Tel: 020 7123 4567 Email: mbanks@gmail.com

PROFILE

A competent senior manager with extensive retail and project management experience in a fast-moving environment. Target and results focussed with strong communication and motivational skills. Builds effective teams through inspirational leadership and management skills. Logical, analytical and able to use initiative to achieve both personal and company objectives.

KEY SKILLS / ACHIEVEMENTS

- Assessment and Training
- Effectively Evaluate Goals
- Excel in independent thinking
- Operations Management
- Goal and Target Setting Skills
- Quality Assurance
- Logistics Management
- Team Leadership
- Staff Training

Achievements

- Improved delivery and despatch handling processes by reducing turnaround times by 3% and saving the company £500,000 a year
- Designed, developed and implemented new warehouse and storage layout and improved the efficient picking and packing of customer orders by 4% over the last 12 months
- Integrated strict quality controls with suppliers and warehouse teams, resulting in 7% fewer customer complaints regarding damage, savings of £250,000 and substantially enhancing customer service

CAREER HISTORY

ACTIVELY SEEKING EMPLOYMENT

Jan 2010 – Present

AMAZON

Nov 2005 – Dec 2009

Warehouse Manager

A NASDAQ 100 listed dynamic and successful US based multinational electronic commerce organisation employing over 33,000 staff, with annual revenues in excess of \$34 billion.

- Implemented the company strategic plan ensuring high quality products were received, stored, retrieved and dispatched in a complex environment to meet differing customer requirements
- Accountable for ensuring quality, delivery budget and environmental objectives were met
- Managed, motivated and encouraged a team of warehouse staff to carry out their duties to ensure productivity targets were met and held regular team briefings
- Designed, developed and implemented new warehouse and storage layout and improved the efficient picking and packing of customer orders by 4% over the last 12 months
- Maintained the efficient operations of onsite logistics, transport, computerised administration systems and the automated storage and retrieval systems
- Improved delivery and despatch handling processes by reducing turnaround times by 3% and saving the company £500,000 a year
- Responsible for overseeing picking, packing, distribution activity, stock control and processing orders
- Carried out regular staff appraisals and performance reviews, scheduling rotas and dealing with absence
- Identified staff requirements, took part in interviewing and selecting appropriate candidates, induction training and on-going personal development
- Integrated strict quality controls with suppliers and warehouse teams, resulting in 7% fewer customer complaints regarding damage, saving the company £250,000, substantially enhancing customer service
- Organised and planned the warehouse to achieve maximum efficiency of space by arranging the most effective use of storage locations enabling the team to stack the goods in the correct storage bays
- Liaised with professional teams from other departments and maintained productive working relationships and streamlined operation resulting in optimum production output
- Produced management and productivity reports and statistical data on a regular basis in order to assist with planning future capacity requirements

Management CV

- Scheduled and carried out regular stock and quality control audits and produced relevant reports
- Increased staff morale and created excellent and beneficial working relationships within the team
- Complied with strict Health and Safety, Fire Awareness and Security procedures, policies and standards

Warehouse Supervisor

Jul 2001 – Oct 2005

- Responsible for strong leadership and efficient management of a team of staff, and the optimum organisation of their workload, and performance
- Experienced in planning rosters and delegating tasks to team members, dealing with any issues of absence promptly so as to avoid any disruption of services
- Conducted daily team briefings, delegating jobs and informing the staff of any important updates
- Responsible for overseeing, monitoring and reporting on the team's performance, providing feedback and guidance to improve outputs
- Maintained staff confidentiality at all times, keeping accurate staff records securely
- Developed excellent communication, interpersonal and time management skills
- Increased staff morale and created excellent and beneficial working relationships within the team
- Complied with Health and Safety in the Workplace, Retail Law, Security, Welfare and Fire Safety

THE WHITE LION PUBLIC HOUSE

Jan 1997 – Jun 2001

Bar Associate

A Grade II listed Public House with extensive quality facilities for families and patrons, serving exclusive artisan handmade Ales using ancient recipes in luxurious and relaxing surroundings.

- Promoted a welcoming and relaxing atmosphere, where customers received a friendly and efficient service, and endeavoured to maintain the bar to exceptional standards
- Presented menus, took orders for food and drinks and once the orders were ready, the food and drinks were served in a friendly and courteous manner
- Dealt with payments promptly and responsibly operated the till, handling cash and credit /debit cards, reconciling the monies at the end of each evening
- Displayed the ability to remain calm under pressure whilst delivering excellent service
- Developed excellent communication, customer service and listening skills, as constantly talking to customers from different backgrounds, age groups and walks of life
- Complied with strict Health and Safety, Food Hygiene, Fire Awareness, Welfare and Environmental and Waste procedures, policies and standards

QUALIFICATIONS

- NVQ Level 3 and 4 Supervisory Management, Kingston College, Surrey
- GCSE passes: Mathematics (B), English (B), Biology (C), Chemistry (C), Geography (D), History and French, Imperial High School, Hertfordshire

TRAINING

- | | |
|--|-----------------------------|
| ▪ Building Strong Customer Relationships | ▪ Health and Safety at Work |
| ▪ Dealing with Challenging Customer Interactions | ▪ First Aid at Work |
| ▪ Negotiating Skills in Action | ▪ Manual Handling |
| ▪ Effective Time Management | ▪ Fire Safety |
| ▪ Conducting Performance Reviews | ▪ Flammable Liquid Safety |

IT SKILLS

- Microsoft Word, Excel, PowerPoint and Outlook

ADDITIONAL INFORMATION / INTERESTS

- Volunteer Steward at local football matches and fund raiser for charity matches
- Enjoy reading, walking, playing snooker and socialising with family and friends
- Additional languages: Spanish (fluent) and French (conversational)
- Driving licence: Full, clean UK licence

References available upon request

Alan Roberts

24 Cherry Tree Lane, Hatfield, Hertfordshire AL10 3TK
Mob: 07956 123 456 Tel: 01707 123456 Email: alanroberts@gmail.com

PROFILE

Insightful, results-driven IT Security Professional with notable success in directing a broad range of corporate IT initiatives while participating in planning, analysis and implementation of solutions in support of business objectives. Excels at providing comprehensive secure network design, systems analysis and full life cycle project management. Extensive hands-on experience leading all stages of system development programmes, including requirements definition, design, architecture, testing and support. Co-ordinated and directed all phases of project-based targets, achieving results on-time and within budget, whilst managing, motivating and guiding multi-disciplinary teams.

Areas of Expertise:

- Network and Systems Security
- Research and Development
- Regulatory Compliance
- Cost Benefits Analysis
- Policy Planning / Implementation
- Data Integrity / Disaster Recovery
- Risk Assessment / Impact Analysis
- Contingency Planning
- Technical Specifications Development
- Team and Project Leadership

TECHNICAL SKILLS

Platforms: Windows 9x/NT/2000/XP/Vista, MS Exchange Server, UNIX (Solaris, HP-UX), Linux (Red Hat, Yellow Dog), Mac OS

Networking: LAN / WAN Administration, VPN, TCP/IP, Novell, SMS/SQL, 100BaseT Ethernet, SecureID

Languages: UNIX Shell Scripting, C, HTML, Java, JavaScript, PHP

Tools: LAN Manager, ISS RealSecure, Checkpoint, Firewall, Norton Firewall and Ghost, McAfee/Norton Virus Protection Utilities, HP Openview, Network Flight Recorder

CAREER HISTORY

ACTIVELY SEEKING EMPLOYMENT

Dec 2011 – Present

BRITISH TELECOM

Mar 2005 – Dec 2011

IT Systems Architect

- Acted as the link between clients' managers and the designers and developers building their IT systems
- Responsible for ensuring sure that each part of the overall IT system would integrate with the other parts as planned, satisfied the requirements of the client and was able to meet the needs of users
- Worked closely with clients, identifying the organisation's needs, plans and budget allocations, breaking any large system requirements into smaller projects for optimum management
- Researched a range of existing products to determine their appropriateness for the project
- Agreed plans for the system's structure with the client and maintained close communication links
- Presented and discussed the clients' planned IT structure to designers and developers, answering technical questions on behalf of the client in order to move the project forward
- Developed and carried out acceptance testing procedures to ensure systems were functioning properly and that systems met requisite quality standards and procedures
- Used experience to advise senior IT managers on planning their future IT needs
- Experienced in supervising project teams comprising architects, system analysts and developers
- Displayed a sound knowledge of industry quality standards, legislation and best practice
- Demonstrated excellent communication skills, able to understand client requirements and build good relationships with clients and colleagues
- Exhibited a broad knowledge of technologies and applications, able to explain ideas clearly to technical and non-technical staff

ROYAL BANK OF SCOTLAND

Sep 2001 – Feb 2005

IT Systems Analyst

- Responsible for examining IT systems and processes and recommending improvements for the company, working closely with programmers and software developers to build the system
- Experienced in using computer assisted software engineering (CASE) tools and programming methods
- Initiated the examination process by identifying the client organisation's needs and examining the company's current procedures and processes
- Drew up plans for a modified or replacement IT system, carrying out feasibility studies of proposals and making recommendations
- Provided extensive staff training and instruction manuals for the new or upgraded system
- Oversaw the installation and correcting problems before the final system was released
- Maintained and supported systems following installation and once they were up and running
- Ensured that the designs were flexible enough to adapt as the organisation or business grew, demonstrating a creative approach to problem-solving
- A broad knowledge of hardware, software and programming coupled with a willingness to keep up-to-date with developments in technology
- Able to gather and interpret information and to explain technical ideas clearly and concisely
- Demonstrated an appreciation of wider business demands and the ability to work under pressure
- Strong business awareness, budgeting, team working, negotiating and project management skills
- Demonstrated excellent communication skills, able to understand client requirements quickly and build good relationships with clients and colleagues
- Sound knowledge of industry quality standards, legislation and best practice
- Developed a broad knowledge of technologies and applications, able to explain ideas clearly to technical and non-technical staff

QUALIFICATIONS

- MSCE Certified, Computeach
- BSc (Hons) Computer Science, achieved 2:1, University of Bath
- A Levels: IT (A), Physics (B) and Economics (B), Imperial College, Hertfordshire

TRAINING

- Prince 2: Project Organisation Planning & Risk
- Prince 2: Controlling, Managing & Closing a Project
- Prince 2: Tailoring Prince 2 to a Project Environment
- MSCE
- CCNA
- Business Analysis: Enterprise Analysis
- Business Analysis: Solution Assessment & Validation
- Business Analysis: Requirements, Management & Communication
- Managing in a Global Business Environment
- Managing for High Performance

ADDITIONAL INFORMATION / INTERESTS

- Provide voluntary IT support services within local charities
- Enjoy playing chess, sailing, orienteering and spending quality time with family and friends
- Additional languages: French (fluent), German (business level)
- Driving licence: Full, clean UK licence

References available upon request

Mandy Taylor

14 Cherry Tree Lane, Hatfield, Hertfordshire AL9 3TK

Mob: 07956 123 456 Tel: 01707 123456 Email: mandy123@yahoo.com

PROFILE

A competent, imaginative and creative manager with extensive experience in the retail fashion industry. Target and results focussed, with strong communication and motivational skills. Builds effective teams through inspirational leadership and management skills. Logical, analytical and able to use initiative to achieve both personal and company objectives.

KEY SKILLS / ATTRIBUTES

- Highly skilled in achieving goals and setting sales targets
- Natural problem solver with the ability to multi-task and thrives on challenges
- Excellent management skills and inspirational team leader
- Strong and effective presentation, influencing and negotiating skills
- Achieved exceptional customer satisfaction rates
- Self-motivated with the ability to drive performance and achieve targets

ACHIEVEMENTS

- Developed business from start up to £2.1m turnover in 3 years
- Negotiated seasonal discounts in excess of £120,000 with a range of suppliers
- Built staff team from 2 employees to 11 highly trained staff within 3 years

CAREER HISTORY

ACTIVELY SEEKING EMPLOYMENT

Jan 2010 – Present

POSH FROCKS

Nov 2005 – Dec 2009

Owner / Manager

- Promoted and sold female fashion clothing to customers, including luxury high fashion items with designer labels, offering restricted numbers of items in each size in order to provide a certain exclusivity and uniqueness for customers
- Sourced new items on a regular basis from international and national wholesalers, negotiating excellent rates for seasonal collections
- Designed and laid out highly attractive window and interior displays ensuring clothes were accurately priced and carefully displayed to encourage customer interest and purchase
- Advised customers of new items available and assisted them in making decisions by showing them a range of products to suit their taste, lifestyle, occasion and budget
- Advertised and hosted a number of exclusive viewing evenings for customers, enabling them to sample the newest and most limited stock items in a relaxed atmosphere
- Provided a gift and special occasion wrapping service for customers, carefully placing items in bespoke boxes using acid free tissue and embellishments as requested
- Organised and managed overseas shipments for destination weddings and other occasions, dealing with air cargo teams and ensuring items reached customers safely
- Handled cash and credit/debit card payments accurately and professionally, ensuring all cash was secured and reconciled with tills at the end of each day
- Recruited and trained a professional sales team, providing clear and inspirational leadership and motivation to provide an exceptional service to all regular and new customers
- Managed careful stock control and handled business accounts, supplier relationships and a range of other administrative tasks to a high degree of accuracy using excellent organisational skills
- Maintained an up-to-date-customer database advising existing customers of new seasonal lines and invited them to attend special events in store on a regular basis
- Gained extensive experience in dealing with people from different cultures and backgrounds
- Managed and complied with Health and Safety, Retail Law, Security, Fire Safety, Welfare and Environmental policies and standards

ZARA

Jul 2001 – Oct 2005

Retail Assistant

- Promoted a welcoming environment where customers received great service and endeavoured to maintain the shop to exceptional standards
- Stocked clothes and accessories, and ensured products were presented neatly on rails and on the display areas, keeping the area safe of hazards at all times
- Undertook stock checks and ensured orders were placed to maintain optimum stock levels to meet customer demands
- Dealt with customers' enquiries or complaints face-to-face and resolved any issues quickly and efficiently and passed them onto a manager if required
- Assisted customers with their purchases and advised when requested items would be available in the store or from stores in other locations
- Regularly involved in store promotions, advertising special offers and discounts on products as well as promoting store cards to eligible customers
- Responsible for checking and unpacking stock deliveries, correctly pricing items, attaching security tags and displaying goods encouraging customers to make purchases
- Responsibly operated the till, handling cash and credit/debit cards
- Adhered to security issues concerning stock and cash, minimising the opportunity for shoplifting and theft
- Demonstrated confidence and tact when dealing with demanding customers
- Developed excellent communication, customer service and listening skills, as advised customers on latest fashion and trends
- Complied with Health and Safety in the Workplace, Retail Law, Security, Welfare and Fire Safety procedures and company standards

QUALIFICATIONS

- NVQ Level 3 in Customer Service, Kingston College, Surrey
- GCSE passes: Mathematics (B), English (B), Biology (C), Geography (D), Art and Design (C), Imperial High School, Hertfordshire

TRAINING

- Building Strong Customer Relationships
- Dealing with Challenging Customer Interactions
- Retail Management
- Negotiating Skills in Action
- Effective Time Management
- The Sales Cycle
- Recruiting staff
- Marketing your Business
- Accountancy Fundamentals
- Communicating Effectively

IT SKILLS

- Microsoft Word, Excel, PowerPoint and Outlook
- Sage 50 Accounting Software and ACT CRM database

ADDITIONAL INFORMATION / INTERESTS

- Enjoy keeping fit by playing golf, travelling, reading and socialising with family and friends
- Additional languages: Spanish (fluent) and French (conversational)
- Driving licence: Full, clean UK licence

References available upon request

Amy Peters

24 Cherry Tree Lane, Hatfield, Hertfordshire AL10 3TK

Mob: 07956 123 456 Tel: 01707 123456 Email: amy123x@yahoo.com

PROFILE

A pro-active, confident and articulate Business Management graduate with one year's industrial placement experience in a Human Resources Assistant role. Assisted in the implementation of process improvement, new management structures, collaborative projects and technology advances resulting in real, tangible differences to the success of the business. Worked with high-level decision making groups, analysing business processes and systems. Demonstrated excellent team working, communication and organisation skills together with strong commitment, enthusiasm and drive.

KEY SKILLS / ATTRIBUTES

Teamwork / Leadership

- Elected President of the Student Union 2 years in a row, petitioning on behalf of students, liaising with students and academics, and organised prestigious student and alumni events
- Led the Zara staff team in integrating excellence in Customer Service and mentored new employees

Analytical

- Accurately analysed charts, graphs and statistical data in order to evaluate business/market trends
- Excellent knowledge of commercial and corporate business processes and with strong business acumen

Time Management

- Managed and completed all Business Management degree study projects, evaluations, reports, computer assignments and essays within the allocated timescales
- Successfully completed and passed a dissertation of approximately 5,000 words in three days for the final-year assessment

Communication

- Gained and demonstrated excellent communication skills through presenting at Seminars
- Excellent leadership and presentation skills when organising group debates and case studies
- Experienced in dealing with customers enquiries/complaints face-to-face and resolved any issues quickly and efficiently

QUALIFICATIONS

University of Bath

2007 – 2011

- BSc (Hons) Business Management, achieved 2:1

Key Modules

- International Marketing
- Human Resource Management
- International Business Environment
- Strategic Management
- Project Management
- Ethics, Governance and Sustainability

Dissertation: Examined the relationship between perceived investment in employee training and development, employee motivation, job satisfaction and performance at work in a retail sector and how effective human resource officers conveyed this to members of staff

Imperial College (Surrey)

2005 – 2007

- A Levels: Mathematics (A), Physics (A), Geography (B)

Imperial High School (Surrey)

2000 – 2005

- GCSE passes: Mathematics (B), English (B), Biology (C), Chemistry (C), Food Technology (C), Geography (D), History (D) and French (D)

CAREER HISTORY

ACTIVELY SEEKING EMPLOYMENT

Jun 2011 – Present

MARKS & SPENCER

Sep 2009 – Sep 2010

Human Resources Assistant (Industry Placement)

- Responsible for assisting with the recruitment, training and development of the company employees
- Ensured policies dealing with equal opportunities, disciplinary procedures, staff welfare and working conditions were made available to staff and kept the company website up to date
- Assisted the HR Officer with staff recruitment processes including specialist advertising, screening applications and setting up interviews, assessments and tests
- Managed the company's online recruitment web pages, ensuring that closed vacancies were removed and that all information on the web was accurate, high quality and consistent with company guidelines
- Responsible for the careful management and filing of all HR records, ensuring administrative and statistical or qualitative information and data were handled with accuracy, confidentiality and consistency
- Arranged for staff to receive specialist services such as staff welfare and counselling if required
- Collated information concerning staff sickness and absences, advising line management of any adverse trends through regular data analysis
- Managed all inter-office correspondence relating to personnel, including staff assessments, pay reviews and the processes around company Disciplinary and Grievance procedures
- Assisted with the planning of staff training sessions on relevant processes and procedures, ensuring training content was accessible, informative and retained by the delegates
- Developed and maintained highly professional relationships with colleagues and business associates, applying exemplary standards and conduct, displaying tact and diplomacy when required
- Demonstrated excellent understanding of employment law, health and safety and employee legislation

ZARA

Jul 2005 – Oct 2008

Retail Assistant (Part Time)

- Promoted a welcoming environment where customers received great service and endeavoured to maintain the shop to exceptional standards
- Stocked clothes and accessories and ensured products were presented neatly on rails and on the display areas, keeping the area safe of hazards at all times
- Dealt with customer enquiries and complaints face-to-face and over the telephone, resolving any issues quickly and efficiently and rarely had to escalate them to management to resolve
- Regularly involved in store promotions, advertising special offers and discounts on products as well as promoting store cards to eligible customers
- Led staff team of 8 in integration of new Customer Excellence personal development programme
- Responsible for checking and unpacking stock deliveries, correctly pricing items, attaching security tags and displaying goods encouraging customers to make purchases
- Responsibly operated the till, handling cash and credit/debit cards
- Played an important role in making the customer's shopping experience enjoyable
- Complied with strict Health and Safety in the Workplace, Retail Law, Security, Welfare and Fire Safety procedures, policies and standards

TRAINING

- Dynamic Sales Presentations
- Building Strong Customer Relationships
- Project Management - Intermediate
- Achieving Excellence in Teams

IT SKILLS

- Microsoft Word, Excel, PowerPoint, Photoshop, HTML, Dreamweaver and basic web site development

ADDITIONAL INFORMATION / INTERESTS

- Enjoy playing and listening to music, organising team events, playing sports and taking part in charity fundraising activities including Half and Full Marathons
- Driving licence: Full, clean UK licence

References available upon request