

Amy Peters

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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