Gemma Hall

43 Pont Street

Ashington

Northumberland

NE63 0PZ

**Contact Number:** 07799944518 **D.O.B:** 20/06/1987

**Qualifications**

**Northumberland College:** September 2003-July 2011

* NVQ Level 2: Health and Social Care
* Levels towards NVQ Level 3: Health and social care
* Levels towards NVQ level 2: childcare
* NVQ Level 2: Nail technology

**Ashington High School:** September 1999-2003

* GCSE: English language
* GCSE: English literature
* GCSE: Mathematics
* GSCE: Science: Double award
* GCSE: Childcare
* GCSE: Design and Technology: Cookery
* GCSE: Information Design and Technoloy
* GCSE: Religious studies
* GCSE: French

**Other Qualifications**

* Pediactric Level first aid: Adult and Infants
* RYA: first Aid
* RYA: Level 1,2 and 3: Sailing
* Caflon ear piercing
* Trained in: Thuya eyelash extensions

**Work Experience**

**St Aidens First School, Ashington**

July 2002 – Two weeks

**Job Title:** Assistant

**Duties:** My duties included observing and participating in a nursery and how it was run on a day to day basis. I was involved with running activities and filling in of paperwork including the health and safety obligations that needed to be taken into consideration for each child and activity.

**Reason for leaving:**  Work experience only.

**NUS Coffee Bar**

October 2003 – July 2004

**Job Title:** Coffee bar assistant

**Duties:** Included serving customers, opening up and cashing up at night. Good housekeeping skills, Ensuring customers have a comfortable, clean environment. Responsibilities for making sure fire exits were clear in case of emergencies, also I am trusted to run the coffee bar on my own.

**Reasons for leaving:** New course with different hours.

**Ceaders Nursery, Newcastle**

September 2005 – August 2006

**Job Title:** Apprentice

**Duties:** Included assisting the nursery nurses in the day to day running of the nursery, ensuring the safety and wellbeing of the children ranging from 0-3 years of age. The daily duties included greeting parents, organising small play areas, checking health and safety to ensure children were safe. I also encouraged the children to play with the range of activities, I helped at meal times, checking that the children do not have allergies and encouraging the children to use their utensils. I was responsible for recording progress for parents on a daily basis to inform the parents on the day activities.

**Reason for leaving:** Maternity.

**NSR Digital, Ashington**

April 2007 – September 2011

**Job Title:** Voluntary Receptionist

**Duties:** Include telephone enquiries about the services NSR Digital offer, booking appointments. I also build up a report with customers face to face to resolve any issues they may have regarding TV, Satellites, Sky boxes, Dishes and other technical equipment. I also establish if there is need for more information to pass on to the engineers.

**Reasons for leaving:** New job.

**Northumberland College Deli Bar, Ashington**

November 2008 – September 2011

**Job Title:** Assistant

**Duties:** Include opening up, re-stocking the vending machines and fridges, serving customers, having good housekeeping skills, making sure the customers have a clean and tidy and safe environment. I have responsibilities to check fire exits to keep them free from obstruction and closing up at the end of the night.

**Reasons for leaving:** New job.

**Co-op, Ashington**

September 2011 – Ongoing

**Job Title:** Customer Team Leader

**Duties:** To serve customers politely ensuring they have a positive shopping experience, serving lottery, and handling cash, stock rotation and putting out fresh goods for the public to buy making sure health and safety is followed, reducing of products were needed.

**Reasons for leaving:** Ongoing

**Co-op, Ashington**

April 2015 – May 2017

**Job Title:** Supervisor

**Duties:** Making sure the coop is looking good at all times, delegating tasks to staff fairly and keeping a friendly manner to staff and customers, good housekeeping skills, punctuality is key as it is a small team, cash handling and using the computer on a daily basis, being responsible for opening up and closing at a night.

**Co-op / MCcoll’s Stakeford**

May 2017- Ongoing

**Job title: Team Manager**

 **Duties:** similar to my supervisor role plus having to manage the whole team in store. Making sure the shop looks its best for customers. Looking more in to sales figures, waste and how to improve sales. Completing legal paper work. Completing a working rota using a tight figure of hours and staff availabilities. Working more with cash handling and also doing the banking and collecting change when needed. Problem solving.

**Intrests and hobbies:**

Since July 1998 I have served as a member of Ashington sea cadets and progressed through the ranks from being a new entry to a leading cadet which I was nominated by a member of staff to be put forward to apply for the lord lieutenant’s cadet in which I was successful with my application. When I turned eighteen I was kept on as a member of staff. It was a fantastic opportunity to gain quality life skills: These skills included responsibilities. Respect, teamwork, self-confidence, self-discipline, communication and organisational skills and indeed a smart appearance. My job role included safe guarding of younger cadets, giving them encouragement to progress through the rank structure, and advising them to attend courses and activities which would gain them valuable life skills and nationally recognized qualifications also giving them the chance to travel the world, meeting new friends and colleagues along the way, just as I did myself. I have gained many qualifications during my time at cadets, my main intrest was sailing which I perused many courses at RYA stations, I was then able to teach this subject to the younger cadets safely. I have also been lucky enough to be invited onto various Royal Navy ships so I’ve had opportunities to navigate and to experience life and work at sea. I have learned a great deal from the opportunities through sea cadets this will stay with me for a lifetime. But I had to leave this behind due to getting married and having 2 beautiful girls.

**About myself:**

I am hardworking and reliable, my time keeping and attendance have been excellent in the jobs I have been in so far. I always complete the tasks given to me, in the timescale provided, to a very high standard and always to the best of my ability. I am very outgoing person, with a bubbly personality who has the ability to talk to people/customers clearly and concisely at all levels, so I have very good communication skills, I am very open and honest, I always try to help my work colleagues. I always try to help my work colleagues with problems as I think teamwork is essential in the work place. I would be an asset to any team. I take care in my work, but also in my appearance as it is vital how you come across to others especially being the first point of contact and vital for keeping the company’s reputation. I always try to help my work colleagues with anything they may not understand, as I think team work is essential in the work place. I take a lot of care in my work, but also in my appearance as I think that it is vital how you portray yourself to customers as the first point of contact, and vital for keeping up the company reputation as well. I have a full clean driver’s license also. I don’t have any experience in car sales but I do have a few years with customers which i think would give me an upper hand in your company, Im really hoping I hear from you shortly I think I would be an asset to your team.

**References can be supplied upon request.**