***C U R R I C U L U M V I T A E***

**Personal Details**

**NAME:** Annabelle J Dittmar **DATE OF BIRTH:** 10/01/1995

**ADDRESS:** 1 Aspley Close **NATIONALITY:** British

 Broadway Grange **MARITAL STATUS:** Single

 Sunderland **TEL NO:** 07528385940

 SR3 2ES **EMAIL:** annabelle.dittmar@yahoo.com

**Academic History**

**Farringdon Community Sports College 2006-2009**

**Southmoor Community School 2009-2011**

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| --- | --- | --- |
| **Subject** | **Level** | **Grade** |
| Mathematics | **GCSE** | **B** |
| Media Studies | **GCSE** | **B** |
| ICT | **GCSE** | **C**  |
| English Language | **GCSE** | **C** |
| Physical Education | **BTEC** | **B** |
| Science | **GCSE** | **C**  |
| Catering | **NVQ Level 2** | **A\*** |

**About Myself**

I am honest, trustworthy and reliable. I work well as part of a team and using my own initiative when needed. I believe that I am a good communicator, hardworking, friendly and easy to get along with, polite, outgoing and highly motivated. I am known as a people person and I love to be out and about enjoying myself.

I have travelled Europe with ITV filming for a TV game show. Whilst away I was meeting new people and interacting with members of the public from all over the world. I learnt many new skills, grew in confidence and learnt that being myself is the most important thing in life. It was the most amazing experience and after the challenge of voting others to leave the show for 5 weeks I was crowned the winner.

**Employment History**

**Thorntons**

Working as a retail assistant I was always smiling and welcoming new customers into our store. If not behind the counter I was at the front of the store telling the passers-by about our amazing offers and handing out free samples and vouchers to bring them inside. I had a great knowledge of all products and could help customers with any questions they asked. I always offered the extras e.g. wrapping gifts and icing as I knew that upselling is a big thing for the company and helped us reach our targets. Although we were one of the smallest stores, that didn’t stop us from aiming high and being in with a chance of being best sellers in the region.

**Phones4u**

At phones for you I was not only selling phones but also television, broadband packages, insurance and accessories. Working in sales was very challenging and competitive, however this drove me to work harder and reach my goals. I was a very good employee and always went that extra mile to hit my targets. I always ensured that every sale was tailored to each individuals requirements as no two customers are alike. It was my duty to make sure every customer receives satisfaction when they leave and are happy with their purchase.

**Carphone Warehouse**

Unfortunately when Phones4U went into administration I lost my job. Thankfully I was one of the lucky employees and was taken on by Carphone Warehouse and carried on my role in sales. Still hitting all of my targets and KPI’s and making sure I gave every customer world class service. Proven in my world class service score given by the customers I had served each month.

**Thomas Cook**

All of my life I have dreamt of doing a job that wasn’t an ordinary day to day role. Every day is different in this industry; every day is a new adventure. As short haul cabin crew I worked so hard, I was always prepared for an emergency or medical situation and kept up to date with the whereabouts of all equipment on the aircraft in case I needed to get to it quickly. I worked long hours and at times it was really challenging. However I loved meeting new people and socialising with excited families, couples and children who were going on their holiday. As well as keeping all of the customers happy I also went above and beyond to hit all of mine and the company’s targets.

**Norwegian**

Once I got a feel for Cabin Crew I decided I wanted to move on to do bigger and better things. I then got the job working long haul for Norwegian. I feel like a have expanded upon the knowledge gained in short haul as I am currently working with a more varied and diverse clientele. It is a privilege and experience of a life time getting to travel the world whilst doing something I love. I have gained invaluable international experience dealing with customers from all over the world and believe that the knowledge and experience I have gained, will further enhance my future career prospects.