Date of Birth 1st June 1993

Phone 07842 480466

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Address 19 Laurelwood Road, North Shore, Stockton on Tees, TS18 2SQ

Computer Literacy Highly computer literate on Microsoft Office and Mac.

Profile I am a highly skilled, enthusiastic, professional and intelligent graduate. I work well both on my own and as part of a team, and I am extremely well driven and self motivated. I am polite and courteous and have a proven work history, in which I have been dedicated to each role offered to me. I am hard working, customer focused and have great problem-solving abilities.

Work to Date In order to support myself during my degree, I have held numerous sales and customer service roles over the last 10 years. I developed several transferable skills which have been used in subsequent roles undertaken.

 **Northgate Vehicle Hire, Darlington (December 2017-Present) –** Customer Service Representative (Customer Services)

This role involves dealing with different customers on a daily basis and helping to solve their complaints and queries as quickly and effectively as possible. I have to work across many different systems, due to certain company’s having specific SLAs.

 **Northgate Vehicle Hire, Darlington (Nov 2016-December 2017) –** Customer Service Representative (Fines)

 This was a very high-pressured role, working in the fines team, as you do have deadlines for paying fines or for sending them back to the Police/issuing body with the correct details. We had daily KPIs to hit, which I always made sure to strive to over achieve. I also helped with management tasks when my manager was absent from work, such as issuing out work for other staff members, running reports and inputting data.

 **Pandora, Middlesbrough (Aug 2015-Nov 2016)** – Sales Assistant

 Pandora have offered a great insight into the workings of a multinational company from a retail perspective. Working both behind the scenes in the office and as front of house allowed me to experience the staff management aspects of the role as well. As a dynamic team we were able to deliver high standards of customer service through skills such as on the spot decision making, in depth product knowledge and managing customer complaints. Whilst at Pandora, I helped with customer orders, which involved liaising with our other stores and sourcing products for customers. Daily duties also include invoices, bills, receipts and payments whilst following set procedures.

 **Olive & Bean, Newcastle (Oct 2012-Mar 2015)** – Waitress

 Working alongside the management to deliver exceptional service in an extremely popular café in Newcastle. Skills included cash handling, staff training and customer service.

 **INS Sa Palomera, Spain (Sep 2013-Jun 2014)** – Teaching Assistant

 Time management is key to any teaching role and teaching foreign students is challenging for those unprepared. Confidence, understanding and working well under pressure were to name but a few qualities needed for this role. The cultural differences learned through teaching in a different country have led me to a very adaptive, determined and capable skill set.

 **December 2006 – September 2013** – Various roles held to support myself in my education and further my experiences. Details available on request.

Higher Education **Spanish with Business BA (Hons) - 2011-2015**

 **Northumbria University**

 **Newcastle Business School (Times Award Winning Business School 2015)**

 Subjects included Buyer Behaviour, Marketing Communications, International Business Environment, Strategic Management and Leadership, and Marketing Planning and Research.

 3rd year involved an international exchange to Barcelona in Spain, where I developed my Spanish language proficiency, teaching English at a Spanish secondary school for 8 months.

College **Heckmondwike Grammar School - 2009 to 2011**

 Achieved A-Levels in Maths, Spanish, French, and EPQ (Extended Project Qualification) with B to C grades.

School **Huddersfield Grammar School - 1999 to 2009**

 GCSE’s included A\* and A grades in Maths, English Language, English Literature, Spanish, French and Geography with B grades in IT, Biology and Chemistry.

Awards I am proud to have been recognised for the following achievements:

 Two grade 8 singing qualifications

 Qualified PADI scuba diver

Community I am an active community member and have previously volunteered my time for local charities and fundraising events including working as a volunteer at Oxfam charity shop in Huddersfield and I was a regular helper at coffee mornings for St. Teresa’s Hospice in Richmond.

Interests I grew up in Huddersfield and have since moved to the North East. My interests are wide and varied and currently include music and singing, languages (university level Spanish, A level French, basic Japanese and Italian), scuba diving and playing and watching sport.

References Professional, academic and character references are available upon request.