

# FULL NAME

Address

Tel

Email

## Personal Profile

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An ambitious and conscientious third year BSc Psychology undergraduate at University, looking to pursue a career as a Recruitment Consultant. An individual that takes pride in driving product sales, whilst also being highly target driven and results oriented with a hardworking attitude. Four years sales based work experience. Currently working as a HR Assistant, developing a working knowledge on HR management systems and processes. Strong analytical and problem solving skills as well as first class communications skills.

## Key Skills

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**Target Driven:** Developed throughout roles based in customer service. I have been driven to meet organisations daily targets and promoting products and services in order to increase sales. In my previous role as a Sales Assistant I continuously looked at ways to promote the brand by introducing new marketing techniques to drive the company forward.

**Research:** Eight month work experience within Research & Analytical Support as well as strong data analysis skills developed as part of my degree course. My research skills will enable me to research potential markets in order to approach potential clients to then find candidates.

**Communication:** Four years customer service based work experience, liaising with customers and colleagues on a daily basis. I am confident in working under pressure with customers in order to deal with issues and problems as they arise. I have experience of preparing and delivering formal presentations using PowerPoint as well as one to one interaction with individuals in senior management up to director level.

**Human Resources:** Current role as a HR Assistant, whereby I am shadowing HR managers to gain an exposure to all HR functions and witnessing the strategic planning behind major events. I am managing organisational changes and maintaining personnel data, where I have developed a working knowledge of HR management systems and processes.

**IT:** I have an advanced working knowledge of all Microsoft applications including Word, Excel, Access and PowerPoint. I am also extremely competent in the use of the data analysis package, SPSS. I consistently received maximum marks for IT based projects during my A-Level Information Technology.

**Teamwork:** As a long standing Sales Assistant at Krispy Kreme, I have developed strong team working skills. I am able to build an instant rapport with colleagues and work well with others in order to provide excellent customer service, and consistently meet individual and team targets such as sales targets and deadlines.

## Education and Qualifications

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**2011 - Present**                      **University**                      **BSc Psychology (Expected: 1<sup>st</sup>)**

**Modules include:** Research and Professional Development, Individuals in Society, Doing and Planning Research, Occupational Psychology, Clinical and Counselling Psychology, Professional Skills for Psychology Graduates, Global Experience.

**2009-2011**                      **The Sixth Form College**                      **A-Levels**

Information Technology (B), Psychology (C), Maths (C)

**2004-2009**                      **Secondary School**                      **GCSEs**

9 grades A-C, including IT (A), English Language and Literature (C), Maths (B), Science (C)

## Employment History

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### October 2013 - Present

#### Company

#### Role

- Developed a working knowledge on HR management systems and processes.
- Assisting with various projects, for example, the Attendance Management Project where I am liaising with a wide range of colleagues across all departments such as Directors, Managers and Corporate Departments.
- Shadowing HR managers in Employee Relations, Learning and Development, and Recruitment and Retention.
- Attending HR team meetings and contributing as appropriate.
- Dealing with HR related enquiries face to face and via telephone, and direct staff to the appropriate support.
- Supporting the HR team with general filing and administrative duties.
- Developing knowledge of relevant Employment Legislation, Acts, Policies and Procedure.

### October 2013 – December 2013

#### Company

#### Role

- Communicating with academics across Coventry University about a new IT system.
- Determine what additional instructions / explanations are needed for staff to use the system independently.
- Suggest new content relevant for the academic's area of research.
- Deliver training sessions for academics on the new IT system, obtaining feedback via follow up interviews.
- Collating feedback and creating follow up reports for my manager.
- All administration as required e.g. typing up notes and attending meetings.

### July 2013 - October 2013

#### Company

#### Role

- Migrating data from the fire safety database onto a corporate gazetteer in preparation for the location independent work package for fire safety staff.
- Involved in transferring information, data cleansing and data verification.
- Using own initiative on routine tasks with accuracy and attention to detail. For example, contacting and visiting various companies.
- Working independently in a pressurised environment, with minimal supervision to tight deadlines.
- Communicating effectively using verbal and written skills with internal and external agencies.
- Administrative and clerical skills including the collation, analysis and dissemination of data and information in a variety of formats.

### Nov 2012 – July 2013

#### Company

#### Role

Involved in research and analytical project work e.g. researching and developing a constitutional framework for the fire service.

- Creating questionnaires on community and communication, carrying out this research to over 50 fire-fighters, and analysing the results to produce a report.
- Professionally conducting myself and communicating effectively with senior managers e.g. Station Commander and Chief Officers.
- Conducting thorough research and undertaking business analysis to interpret and critically evaluate business data.
- Working within a busy office environment with a team of professionals.
- Following procedures, protocols, and adhering to health and safety requirements.

### Oct 2011 – July 2013

#### Company

#### Role Working as a team to drive

product sales in order to meet targets and supporting each other.

- Serving customers with a welcoming approach and dealing with any issues professionally.
- Ensuring store is hygienically clean and tidy in line with food hygiene training and standards.
- Developing excellent time management skills as I have to work on several different tasks at any one time.
- Attention to detail is critical when cashing up and working on the tills.
- Promoting the brand and continuously seeking ways to improve the business.

### Feb 2009 - Sept 2011

#### Company

#### Role

- Gained valuable experience in a retail environment and received training in customer service, stock control systems and using computerised cash register.
- Undertook stock control duties demonstrating careful planning and organisation.
- Dealt with customer enquiries and complaints developing confident communication skills.

## Referees

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Available upon request.