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## **PERSONAL PROFILE**

I am a motivated and hard-working School Netball Captain with predicted GCSE grades of A\*-C. I have practical work experience gained from working in an office environment as part of the Project Trident Scheme and a Saturday job working at a café. I am in possession of excellent communication skills developed from working in a customer service environment and good time management abilities balancing school work with netball and work commitments. I am a conscientious individual who always seeks to achieve a high standard in whatever work I undertake. I am now seeking a work experience placement from June – August 2014 within an office to broaden my business and administration skills prior to embarking on a BTEC in Business Studies course at Highlands College in September 2014.

## **KEY ACHIEVEMENTS**

- School Netball Captain 2013 – 2014.
- I supported school fundraising initiatives for Children in Need in 2013 including organising a cake sale which raised over £500.
- Awarded the top attendance award for full attendance at school during the 2012 / 2013 school year.
- I took part in the school production of Annie in 2010 playing the part of an orphan.
- I achieved an A\* grade in Religious Studies GCSE coursework due to extensive research undertaken, I am predicted an A\* for the examination in June.

## **EDUCATION**

2009 – 2014: Top Grades Secondary School, Jersey

Predicted GCSE grades: Religious Studies A\*, French A, English Language B, English Literature B, Business Studies B, Drama B, Maths C, Science CC,

2002 – 2009: Top Grades Primary School, Jersey

## **EMPLOYMENT EXPERIENCE / VOLUNTARY WORK**

June 2012 – to date: Surf's Up Beach Café: Café Assistant

- Taking food and drink orders from customers, being polite and courteous at all times, offering advice on food and drinks and dealing with queries.
- Delivering food and drinks to the table, ensuring the customers have everything they need.
- Clearing tables after customers have left and preparing them for the next customers.
- Operating the till, taking payment for food and drinks and ensuring customers are satisfied when they leave.

Skills Gained:

- Communication: Working in the café has developed my confidence when communicating with the public face to face and over the telephone.
- Working under pressure: At times this role is very busy when multiple tables require clearing,

customer orders need to be taken and customers are waiting to pay. This involves working under pressure, remaining calm and prioritising tasks.

2013 – to date: Top Grades Secondary School, Netball Captain

- Ensuring there is a full team, plus reserves ready to play in each match.
- Ensuring the team arrive at the courts ready to play, in the appropriate uniform with the correct bibs.
- Ensuring that the umpire has the fixture card and that it is completed with the teams names clearly written or printed.
- Approaching the opposing team and carry out the toss up for first centre pass.
- Thanking the umpires at the end of the match.
- Attending and facilitating training sessions bi-weekly to ensure the team are ready for games.

Skills Gained

- Team Working: As Team Captain it is essential to ensure the team get on well with each other and work well together, building trust and utilising individual strengths in each game.
- Leadership: Strong leadership skills are needed to ensure the team remain focused during matches and at training.

April 2013: ABC Company – Project Trident Work Experience – Administration Assistant

- Worked within the accounts department of this leading law firm.
- Took responsibility for a filing project which included dealing with a backlog of paperwork which needed to be filed. By the end of the assignment all the filing was accurately filed and indexed.
- Assisted in updating the accounts database with client information.
- Undertook daily scanning work to ensure transaction paperwork was electronically recorded.

Skills Gained:

- Business IT Systems: Became confident using Microsoft Word, Excel, Outlook and the in-house accounts database as these were used daily.
- Problem Solving: There were a large number of files missing which required investigation prior to the filing project being completed.
- Accuracy: It was essential to be accurate and to double check work completed particularly when filing to ensure the files could be retrieved by any member of staff at all times.

### **IT SKILLS:**

In possession of a good knowledge of the following applications: Microsoft Word, Excel, Powerpoint, Internet Explorer, Safari, Google Chrome, Hotmail, Gmail and various social media applications.

### **INTERESTS**

- Sports: I have played netball with the Jersey Jets for the past 4 years and am the current School Netball Captain a role which I enjoy and take seriously.
- Reading: I enjoy reading real life stories; my current favourite book is 'The fault in our Stars' by David Green.