**Name**

Address 1

Address 2

Town

Postcode

01234567890

email@email.com

Personal statement

An experienced administrator and a people person, a proactive team player and comfortable both working as part of a team or under my own initiative. With significant experience in retail or sales, taking great satisfaction in providing excellent customer service and pro-active in ensuring customer satisfaction. Recently promoted from the position of volunteer to the paid position of temporary supervisor at the RSPCA shop where my duties with customers, money handling, pricing and general floor work. Continue to offer my services as a volunteer

I have recently completed a 14 week Level 2 NVQ (via Leicester College) in Awareness of Mental Health Problems and an IT skills course, and I am willing to undertake further training as required for further employment.

Key Skills

* Confidential record keeping and dealing with classified information
* Typing, Report writing and requisitions of stationery
* Office and Line management of staff
* Regular scheduling of vehicle maintenance
* Dealing with customer queries
* Excellent communication skills
* Cash handling and Retail trained
* Management of volunteers

Employment History

Weekend Supervisor: Charity Shop, Local

(07/19 – present)

Duties:

Working in a key-holder and deputy manager role, cashing up at end of day and week, setting prices for items and maintaining the stock in the shop. Dealing with customer queries and complaints. Sole charge of shop on Sundays, volunteer management over weekend period

Voluntary position, Charity Shop, Local

(05/19 – 07/19)

Duties:

Working in a key-holder and deputy manager role, cashing up at end of day and week, setting prices for items and maintaining the stock in the shop. Dealing with customer queries and complaints.

Volunteer ,Charity Shop, Local

(December 2017 – Present)

Duties:

* Working in customer facing role as a volunteer, maintaining the stock in the shop. This includes working on the till and handling cash and dealing customer queries and complaints.

Sales Rep, Cosmetics Company, Hants

(1985 – 1988)

Duties:

* Direct Sales on a door-to-door basis of personal cosmetics.
* Organising cosmetics “parties”.

Administration Officer, Ministry of Defence, Hants

(1985 – 1987)

Achievements and responsibilities:

* Confidential record keeping and dealing with classified information
* Typing, Report writing and requisitions of stationery
* Office and Line management of staff
* Regular scheduling of vehicle maintenance
* Dealing with customer queries

Education

* Functional Skills Maths Level 2
* Functional Skills English Level 2 2015
* NCFE CACHE Level 2 Certificate in Awareness of Mental Health Problems (September 2018)
* RSA Typing I, II, III
* RSA Audio Typing I
* NCFE Functional Skills ICT Entry level 1

Hobbies & Interests

I was formerly a competitive Darts player and the captain of two Ladies Darts teams, walking, reading socialising with friends and family.

References are available on request