

Chronological

Jane Smith

Green Tree Orchard Drive
London, Post Code.
Telephone: 07308 123456.
Mobile: 07246 123456.
Email: jan smith1@email.com

Personal Profile

A dedicated Supervisor/Team Leader with over 15 years of customer service and project management experience. Possessing a track record of helping manage projects and deliver exceptional standards of service and collective business objectives. BA (Hons) Administration. Passionate about enjoying being part of a successful and productive team. Now looking for a new challenging appointment within a similar customer service / facing environment.

Key Skills

| | |
|---------------------------------|-----------------------------------|
| Meeting Customer Needs | Production of reports /statistics |
| Team Leadership / Motivation | CRM |
| Business Analysis | I.T. / Administration |
| Staff Supervision / Development | Problem solving |
| Quality Assurance | Budgeting / Reducing Costs |

Achievements

- Successfully ensured that Brand A rebuilt and maintained their high street reputation, by increasing the product quality, customer retention and team motivation whilst reducing costs and customer's complaints and returns.
- Instrumental in building call centre team - coached, led and maximized call efficiencies and performance.
- Top Advisor in the Team on a regular basis, won award for team performance.

Career Summary

CUSTOMER MERCHANDISER *Company A, Paddington.* **2001 – Present**

Overseeing a team of 20 full-time and part-time staff, as well as the team budget with focus on the provision Customer Relationship Management (CRM) and effective merchandising whilst helping project manage the Continuous Improvement of the store.

- Buying the new collections, identifying and reacting to product sales
- Collating statistical data and providing Management Information and presentations.
- Build and maintain successful working partnerships with suppliers, buyers, and other internal functions.
- Prepare performance targets for availability and waste, estimating accuracy and profitability.

CUSTOMER ADVISER (TEAM LEADER) *Company B, Camberwell. 2000 – 01*

Responsible for selling a range of services, dealing with complaints and enquiries as well as sales promotions and new deals. Involved in training new staff.

- Promoted and sold of a range of the bank's products and services.
- Processed and administered cash transactions. Provided prompt responses to enquiries and complaints.

Increased customer retention whilst competing with the aggressive, new marketplace. Met all targeted levels of KPIs whilst ensuring that the highest level of customer service was delivered.

POSTAL CLERK *Company C, Mount Pleasant, EC1. 1996 – 00*

- Ensured accurate postage payment and sorted into categories according to priority.
- Maintained computerised filing systems ensuring compliance with the Data Protection Act

BRANCH SUPERVISOR (CUSTOMER SERVICES) 1989 – 96

Company D, Waterloo.

- Recruited and managed a team of 10 that included their ongoing training and development thereafter maximized output from every team member.

Education and Training

In House Training

Customer Service
Health and Safety
Equality and Diversity
CSP Call Centre System
Microsoft Office 2010

West Essex College

BA (Hons) Administration 1994-98

BTEC ND Business and Finance 1991-03

Applewood Comprehensive 1988 - 1993

5 GCSE's at grade A-C including English and Maths

Interests

I am a keen gardener and have recently taken on an allotment which I am using to grow organic fruit and vegetables. I also enjoy being a member of the Appledown Cycle club which meets regularly for events and competitions.

References available upon request

address: 1 New Road, Newtown AN1 2CV

telephone: 01632 960 666

mobile: 07700 900 555

e-mail: email@example.com

Professional profile

An enthusiastic and professional Web Designer, who enjoys being part of, as well as leading, a successful and productive team. Quick to grasp new ideas and concepts, and to develop innovative and creative solutions to problems. Able to work well on own initiative and can demonstrate the high levels of motivation required to meet the tightest of deadlines. Even under significant pressure, possesses a strong ability to perform effectively.

Objective

Now looking to build on extensive range of technical skills within a suitably challenging role. Keen to achieve further professional development.

Key technical skills

| | | |
|----------------------|------------------------|------------------------|
| Adobe PhotoShop | Macromedia Dreamweaver | QuarkXPress |
| Adobe Illustrator | Macromedia Flash | Strata Studio Pro (3D) |
| Adobe Premiere | Macromedia Director | FTP Programs |
| Adobe After Effects | Poser | Bryce 3D |
| Adobe Acrobat | QTVR | Microsoft Excel |
| Microsoft PowerPoint | Equilibrium | Media Cleaner Pro |

Career summary

2006–date Webmaster, Graphics UK, London

- Working within a major print design company, tasked with developing their fledgling Web Department
- Assessing initial set-up requirements and implementing hardware and software solutions accordingly
- Training the team in the use of QuarkXPress, Beyond Press Pro, PhotoShop, Dreamweaver, Media Cleaner Pro, QTVR and Adobe Premier
- Coordinating closely with Account Executives, actively soliciting new clients and nurturing existing client accounts, ensuring their needs and requirements were not only accommodated but surpassed
- Winning over many clients from larger companies, due to the extremely high standards of creative design work
- Training clients in subsequent website maintenance, particularly the use of Dreamweaver and its inbuilt FTP facility
- Initiating a company-wide changeover to a much faster ISP with enhanced technical support

Selected portfolio

www.website.com
www.onewithtext.com
www.onewithgraphics.com
www.personalwebsite.com

www.anotherwebsite.com
www.andanother.com
www.flashwebsite.com
www.onemoreexample.com

Education and qualifications

2003–2006 National Diploma in Graphic Design & Multimedia (First Class Honours)
Dublin Institute of Technology, Ireland

Key Modules: Web Design, Visual Communication, Multimedia, Print
Design, Typography & Photography

Won the **Multimedia Student of the Year Award** and **Best Use of a Mac
Award**.

Professional development

- Team Leadership (Management Training Centre, 2009)
- Presentation Skills (Management Training Centre, 2008)

Personal details

Driving Licence Full/Clean

Health Excellent; non-smoker

Languages Fluent French & German

Interests and activities

Currently include Photography, Theatre & Amateur Dramatics, Football and Golf

References are available on request

Chronological

Pauline Howells

1 Any Road, Anytown AN1 1CV

Telephone: 01632 960 739 (Home); 07700 900 709 (Mobile)

Email: pauline@exampleemail.com

Professional Profile

A dedicated and results-driven senior manager with a highly successful background in the achievement of profitable business growth through the creation and execution of successful sales and marketing strategies. Experienced in working with leading brands in the competitive retail and automotive industries with the primary focus on exceeding expectations for customer service delivery while ensuring optimum brand impact. Enjoys being part of, as well as managing, motivating and training, a successful and productive team, and thrives in highly pressurised and challenging working environments.

Career Summary

2005–2009

TYRES UK LTD

Freelance Consultant/Interim Network Development Manager

- Project managing the redevelopment of the retail sales strategy across the UK market with the ultimate aim of facilitating business performance improvements
- Successfully developing multi-channel solutions including instigating a new HiQ Fast Fit Franchise proposition
- Playing a pivotal role in the design and development of a class-leading B2C eBusiness website
- Working in close conjunction with external professionals to create and implement a retail network representation plan
- Actively involved in developing a new retail store concept and in redrafting all contractual agreements and process/procedure manuals

1999–2005

BDW GROUP

2005–2005

Managing Director, BDW Contact Ltd

- Fully accountable for the establishment and management of a new business arm specialising in the provision of telemarketing services requiring the development of an independent customer base
- Collaborating with professionals and third parties to set up the infrastructure for the company and coordinating the recruitment, selection and training of 15 members of staff
- Planning and organising a highly successful launch programme and driving the business forward to break-even three months ahead of projections

2000–2004

Operations Director

- Providing management and support to up to 68 members of staff and motivating them towards the achievement of optimum service delivery standards to facilitate customer satisfaction and maximum revenue generation
- Maintaining full profit and loss accountability up to £5 million while achieving a year-on-year growth in revenue of more than 10%
- Developing and implementing new billing and forecasting systems which significantly improved overall efficiency

1999–2000 Account Director

- Working in close conjunction with key client representatives to develop marketing strategies and point-of-sale materials on behalf of retail partners
- Negotiating and securing £120,000 in bespoke systems development revenue and playing a key role in increasing monthly revenue from £12,000 to £100,000

**1996–1999 WORDS PICTURES SOUNDS
Managing Director**

- Setting up and developing a full service design agency from the initial business planning, financial forecasting and business strategy development through to building and retaining the customer base
- Successfully securing and effectively managing contracts with leading brands including Audi, One 2 One and Cadbury for the provision of a range of creative services including media creative, brochure design, corporate identity and hard point of sale
- Achieving approved supplied status with Audi and One 2 One and delivering sustained income growth with the turnover increasing from £75,000 in 1996 to £750,000 in 1999

**1983–1996 VAG (UK) LTD
Audi A8 Project Manager**

- Commencing employment as a Trainee Field Sales Manager on behalf of the sole importers of Volkswagen and Audi vehicles and parts into the UK
- Gaining a series of promotions through various product, marketing, operations and advertising management positions, both head office and field based
- Ultimately undertaking the head office role of Audi A8 Project Manager tasked with the development and promotion of the brand and the vehicle within the luxury market with a total spend of £1.5 million

Education and Qualifications

4 A Levels Mathematics, Economics, History and General Studies
8 O Levels Including English and Mathematics

Professional Development

- Management Development Programme
- Marketing Management
- Presentation Skills
- Finance for Non-financial Managers
- Effective Man Management
- Appraisal Training
- Team Building
- Creativity Training

IT Skills

- Word, Excel, Access, PowerPoint, Internet and Email

Personal Details

Driving Licence Full/Clean

Health Excellent; non-smoker

Interests Squash, Golf, Reading (current affairs), Theatre and Cuisine

References Are Available On Request

Functional CV

Amanda Davies
14 Any Street
Nottingham, NG2 3GD
Telephone: 07792 3134567
Mandy425@email.com

Profile

Considerable experience in the education sector both as an English teacher and Head of Department. A proven record of supporting, coaching and training staff and students to achieve goals. An effective communicator with good project management and analytical skills.

Leading, Coaching and Mentoring

- Leadership qualities and the ability to manage challenging behaviour effectively
- Mentoring various members of staff through Initial Teacher Training and their first line management posts; coaching, developing and supporting staff with personal issues and work problems
- Providing ongoing pastoral care to students
- Decision making regarding teaching methods, design of the school curriculum, departmental budgets and staff recruitment.

Communication

- Excellent written and verbal communication skills, with the ability to communicate subject material to students of mixed abilities and backgrounds
- Establishing and maintaining positive relationships with fellow professionals and parents.

Project Management

- Designed and implemented a new school intranet site
- Initiated pilot project with local Connexions Service, providing help and support with careers guidance and work experience placements for students
- Organising and supervising after-school activities including educational visits, sporting events and school productions.

Experience

2005-2009 Trent Secondary School Head of Department/
English Teacher

2002-2005 City of Nottingham Secondary School English Teacher

2000-2002 Stonecrest Upper School English Teacher

Training

- Coaching in the Workplace Certificate
- Various line management training including: setting objectives and conducting appraisals; team leadership; motivating staff; recruitment and selection; and assertiveness at work
- Sector-related learning and development – equality and diversity; child protection
- First aid qualifications
- Various IT training courses including Word, Excel, Powerpoint, Internet and email.

Qualifications

- **Bachelor of Education (BEd) degree (2:1)** University of Warwick (2000)
- **3 A Levels** – English Language (B), English Literature (B), French (B)
- **8 GCSEs** Grade A to C.

Additional Information

Full, clean driving licence

Language skills – fluent in French, conversational Spanish

Interests

Sports – taking part in a range of sports and outdoor pursuits including canoeing, rock climbing and diving

Fundraising co-ordinator for local children's charity

References

Available on request

Performance CV

Julie Jones

32 Any Street, Birmingham, B1 8AB

077915577788

0121 345 67893

julie239@email.com

Profile

An organised, confident and motivated PA with ten years' experience. Communicates confidently and effectively at all levels and uses initiative to meet the highest standards. Always striving to go the extra mile in order to achieve the set goal. Seeking new challenges and additional responsibility to progress career.

Achievements

- Promoted to the role of PA to the General Manager whilst at Johnson's
- Packaging
- Completed the Girlguiding UK Adult Leadership scheme to become a Guide
- Leader
- Completed the Birmingham half Marathon, raising £5,000 for charity.

Experience

Birmingham Royal Hospital Medical Secretary 2005-2009

- Providing secretarial and administrative support to a consultant and
- a team of junior doctors
- Summarising all incoming correspondence into patients' medical records
- Arranging meetings, managing diary, dealing with appointment requests
- Actioning all GP referrals, liaising with other internal and external hospital
- departments
- Audio typing and copy typing of clinic letters and operating lists
- Clinical coding of all incoming patient correspondence.

Birmingham City Council Secretary 2002-2005

- Provided secretarial support to a manager of busy education department
- Drafted and typed letters and other documents
- Updated records using computer database and spreadsheet software
- Administered all incoming and outgoing post
- Ensured all filing systems were up to date.

Johnson's Packaging PA/Administrative Assistant 1999-2002

- Supervised administrative staff and delegated tasks
- Audio typing and copy typing of documents
- Managed general manager's diary
- Organised travel arrangements for international travel.

Qualifications

First Aid at work qualification

Birmingham College of Further Education 1998

- CLAIT

Adult Centre 1989

- NVQ levels 1-4 in Business and Administration

Brunswick County Secondary School 1975 – 1986 & 1975 – 1980

- 3 O Levels Grade B
- CSE English Grade 1

Interests

Girl Guides – Assistant Leader – assisting in the running of a local Girl Guides group

Sports – swimming, running and general keep fit.

References

Available on request

Targeted CV

Adam Bowers

109a Any Road, Rotherham, South Yorkshire, S63 3AB

adam-bowers@email.co.uk

07787 9159938

Profile

With 20 years experience in the construction industry as a labourer, bricklayer and plant operator, combined with practical, hands-on experience in carpentry and electrics. Physically fit with a good head for heights. Precise, accurate and a flexible worker. Currently seeking construction work in the UK or overseas.

Abilities

- Assisting various tradespersons such as carpenters, plasterers, electricians
- and plumbers with site duties
- Concreting – layering and smoothing concrete for foundations, floors and beams
- Roadworking – concreting, laying kerbs, paving and re-surfacing
- Groundworking – marking out and digging shallow trenches for foundations and drains
- Dry lining – fixing internal plasterboard or wallboard partitions ready for decorating
- Awareness of on-site health and safety, especially when working at heights and carrying loads
- Knowledge of small build to large scale construction projects
- Confident in driving earth moving bulldozers, dumper trucks and compactors.

Achievements

- Selected to travel overseas with a previous employer to work on the construction of a new hospital in France, which at the time was behind schedule, ultimately helping to bring it in within budget and on time
- Achieved On-Site Safety Award for commitment to health and safety
- Worked voluntarily every weekend for three months to help build a local community centre, taking on-site supervisor responsibilities
- Regularly support local football club with groundwork duties, relaying a new pitch prior to the start of the new football season and assisting with maintenance throughout the year.

Work History

2008 – 2009 General Labourer/Plant Operator Thomas Construction

2007 – 2008 Bricklayer GBH & Sons Builders

2006 – 2008 Various construction roles Smith and Weston
in Europe, USA and Africa

2004 – 2006 Bricklayer Barns Homes Ltd

1998 – 2004 Various construction roles Green's Employment Agency

1995 – 1998 Apprentice Electrician Barnett's Electricals

1991 – 1995 Apprentice Joiner Jones and Haywood

Qualifications and Training

Construction Skills Certification Card (CSCS) – construction site health and safety certificate after successfully completing the Experienced Worker Practical Assessment (EWPA) (expires 2011)

Construction Plant Competence Scheme (CPCS) – in-date licence to drive construction plant machinery (expires 2011)

City & Guilds (6217-08) Basic Construction Skills: Multi-crafts

5 CSEs

Fork Lift Truck Licence

Full UK Driving.

Interests

I regularly work out and I am a member of a local gym. I play for my local football team and also enjoy outdoor activities, including fishing and diving.

ROBERT BALL

Home: 74 Dale Way
 Carmarthen Oxford Road
 CA5 2WE Carmarthen, CA3 9DE
 Email: rball@hotmail.com

University: School of Environment
 Heaton Green
 The University of Carmarthen
 Telephone: 01431 275 23333

RESEARCH

My principal research interests lie in the field of conservation and impacts upon the South Wales economy. I am currently investigating the impact of tourism, government policy and demography on conservation for my PhD.

Using the latest econometric modelling and e-factor analysis techniques.

My future research plans are to build on the foundations of my PhD to further develop models and tools in conjunction with government bodies, environmental agencies and city financial modellers. I have a particular expertise and interest in the regulation of urban utilities from a conservation and sustainability perspective.

EDUCATION

2006 – 2009 **PhD ‘The impact of the South Wales economy on conservation – towards conservation modelling’**

University of Carmarthen, Centre for Environment & Development

Supervisor: Professor F Smith – leading researcher in conservation. Partial funding awarded by the Wales Development Agency.

- In close collaboration with the Centre for Finance, The Wales Development Agency and Groundwork Wales, my thesis investigates novel modelling tools and analytical models.
 - Econometric modelling, e-factor analysis, the Harvard model are used to track correlations and produce test models.
 - Extensive use of databases to manage and analyse statistics.
- (A synopsis of work undertaken is attached)

2003 – 2006 **BA (Hons) Economics & Geography (First Class)** University of Carmarthen
 Modules included: Social & Human Geography, People & Environment, Planning, Economics & Econometrics, Quantitative Research Methods. Awarded - Initiative in Development Award for dissertation project.

2001 – 2003 A Levels: Geography (A), Maths (B), Business Studies (C)

PUBLICATIONS

- ‘Towards a model of conservation’ *The Economist*, 1st December, 2006
- ‘Conservation and the South Wales economy’ *Conservation Times*, July 2006
- ‘E-factor analysis for the environment?’ *The Economist*, 4th January, 2005.

TEACHING/ADMINISTRATION EXPERIENCE

- 2008 - **Tutorial Assistant** - University of Carmarthen
- Supervision support for two undergraduate projects in econometric models for conservation.
 - Delivering seminars in 'Conservation theory' and 'Environment modelling' to groups of 10-20 undergraduate students - planning teaching methods.
- 2007 – 2009 **Hall Representative** - Griffin Hall, Carmarthen
- Maintaining the effective running of the hall in conjunction with the warden, including one-to-one student support, administration and seeking students' comments for hall reviews.

WORK EXPERIENCE

- Conservation **Member - Student Conservation Groups International**
- Participating in regular conservation projects including building restoration, riverside clearance and land reclamation.
- Exposure to conservation marketing, budgeting and impact assessment.
- Tourism **Tour Guide - Dingle Peninsula, Carmarthen Tourist Board**
- Active in running activities - seminars, talks, guided tours and interaction with a broad range of visitors.
- One of 4 guides at the Blasket Island Centre dealing effectively with over 2,000 visitors each season.

PROFESSIONAL MEMBERSHIPS

The Institute of Ecology & Environmental Management - Affiliate

British Trust for Conservation Volunteers – local branch member and previously secretary to the Treasurer.

TECHNICAL SKILLS

Econometrics E-factor analysis (fully competent), The Harvard Model

Databases SPSS, H1X models, Access

CONFERENCES & COURSES

July 2008 'Conservation North West' - Presentation of a poster - 250 attendees including leading government bodies. £300 attendance funding awarded following successful bid to the Welsh Tourist Board.

August 2007 Graduate School - Research Councils - developing skills in project management, career management and team-working ability.

REFERENCES

Prof. F. Jones (Supervisor),
School of Environment,
University of Carmarthen,
Oxford Road, Carmarthen CA4 3DE
Email: f.jones@carm.ac.uk

Prof. B. Davies (Collaborative Tutor)
School of Economics,
University of Carmarthen,
Oxford Road, Carmarthen CA4 3DE
Email: b.davies@carm.ac.uk