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| |  | | --- | | **Skills**Proficiency in all areas of Microsoft office and Adobe software including, Word and PowerPoint, Muse and photoshop.Excellent customer service and communication skills;  * **Ability to work under pressure** * **Good team player** * **Ability to show initiative in difficult situations.** * **Good salesperson** | | **Experience**Sales Advisor | River Island |Feb 2017 – May 2018 **Worked on the shop floor tidying and serving customers, helping them find items of clothing. Being a natural communicator, I was able to answer any questions they had. I also had to serve customers at the till, answer phone calls and get deliveries from the stockroom. I also had to help the workforce meet targets which allowed me to develop my skills as a sales person.**  **Whilst working at River Island, I had to be able to work in a busy environment at times. I learnt to show initiative when under pressure and I also learnt the best ways to communicate with customers and find the best solutions when I encountered problems.** FOH Host| Churchill Theatre |June 2018– May 2019 **My key accountabilities included contributing towards meeting the theatres business plan, sales target and objectives. I had a responsibility at the theatre to conduct myself in a professional and appropriate manner at all times. I Worked at till points cash handling and serving customers at merchandise counters, bars and restaurant. I also had to usher audience members and check tickets. Working at the theatre has really allowed my customer service skills to excel, as I was responsible for welcoming customers and visitors to the building at all times, while answering questions and giving them general guidance. My experience here also gave me knowledge and understanding of basic budgets, targets and financial achievements. Other tasks I did included, stock rotations and counts, general cleaning and tidying to ensure welcoming environment for guests. Working here improved my ability to perform well as part of a team and I developed a passion to provide excellent customer service**  **Education**  **GCSE | HAYES SECONDARY SCHOOL 2011-2016 |**  **English – C**  **Maths – C**  **Business – B**  **Art – B**  **RE – A**  **Media - B**  **A LEVEL|HAYES SECONDARY SCHOOL|2016- current**  **Media – A level - C**  **Business – BTEC business (double) - DDM**  **Crystal palace football stadium | Bartender | January 2019 – May 2019**  **Preparing alcoholic or non-alcoholic beverages for bar and patrons. Interacting with customers, taking orders and serving snacks and drinks. Assessing bar customers' needs and preferences and making recommendations.**    **Shop assistant | wilko |July 2018– December 2018**  **Whilst working I had to manage stock and maintain the shop floor, by making sure the shop is fully stocked and tidy. I had to answer and customer queries and help them out on the shop floor. whilst working here I had to develop great product knowledge with a wide range of products including beauty products and home products,**  **Receptionist |Nuffield Health| April 2019 – October 2019**  **Helped to create a friendly, relaxing and professional environment by providing exceptional and efficient customer service to everyone who visits the club. I had to Give a warm welcome to members and answer any queries they in a caring and helpful way, making sure everyone feels valued. I also had to Support the café team, with preparing and serving fresh, healthy and nutritional food and drinks.** | | |  | | --- | | **personal statement** I am a diligent and motivated individual who enjoys going above and beyond in and outside of work. I am currently studying business management at Canterbury Christ church University.During my days in education the subjects I thoroughly enjoyed were business studies and media and art.In school, I also learnt how to be a team player, this improved my communication skills and my leadership skills.Being at school also helped me become more organized as a person. I now get work done in plenty of time and meet deadlines.I would describe myself as highly motivated, sociable and confident persons who enjoys helping others.I am keen to continue learning and develop my skills further while gaining new practical experience. | |  | | **Volunteer Experience or Leadership**Leadership roles I have taken on have been being Project Manager, managing a trip for my class.I developed many skills during this experience, such as better communication skills, time management and organisation skills | |

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