# PERSONAL STATEMENT

I am a self-motivator sociable person who enjoys meeting and working with people. I am confident with figures and pay attention to detail. I am excellent at multitasking, and I am multi-skilled.

I am also a very mature individual, striving to do my best at any given opportunity. I enjoy learning from different experiences and others

Over the years, I have gained more skills and experience through my employment, I am driven to learn more at any given opportunity

# WORK EXPERIENCE & VOLUNTARY

## March 2015 to Sept 2019 Eltham Christ Church ,Children’s Ministry Volunteer

Participated in training opportunities as presented and help keep order in the children’s church service:

* Greeted children and parents, made them feel comfortable and welcome
* Oversaw children (nursery – 4th grade) during the program
* Interacted with children, encouraged participation, and discreetly administered discipline as needed
* Assisted children’s church leader as needed throughout the program and help dismiss children in orderly fashion.
* Maintained and upheld church child protection policy.

**May 2017 to May 2017 Eltham** GBB Library ,**Librarian**

Participated in training as a librarian assistant in a team and helped keep in order the library and customer service:

* Greeted customers, helped them find books and reserved books.
* Participated in the children's library and did the morning routines with them.
* Interacted with customers and helped them with the IT service, scanning books, discharging them, and renewing them.
* Worked at the till for people printing and photocopying from computers.
* Shelved books and searched for books that have been reserved.

**March 2017 to January 2018 Eltham** Barnardos’ Charity Shop ,**Sales Assistant**

Participated in training as a sale assistant and helped keep order in the charity shop:

* Greeted customers, made them feel comfortable and interacted with them
* Arranged the shop, kept everything in order and cleaned
* Interacted with customers, helped them choose their requested product and guided them.

**August 2019 to Sept 2019 Lewisham** Krisp Clothing ,**Sales Assistant/Team member**

Participated in training as a team member and helped keep order in the shop:

* Greeted and invited customers inside the shop. Guided them and helped them select the best items based on their requirements.
* Cash handling and working at the till whilst taking payments, proceeding returns and exchanges
* Tidied the shop floor during busy period and changed the fitting rooms as well as the shop floor
* Interacted with customers to make them feel more welcome, comfortable and give them advice when needed.

**July 2018 to May 2019 Lewisham** Jein Solicitor, **Legal Intern**

Participated in welcoming clients and being the communication between the solicitors and clients:

* + Answered phone calls and responded to emails, as well as made and returned phone calls to clients
	+ Looked through files, made copies and scans
	+ Arranged files and attributed them to the solicitors for them to work on cases
	+ Posted documents related to cases and used my foreign skills to translate some letters from French to English, vice versa.

**Nov 2019 to Feb 2020 North Greenwich O2** Benitos’ Hat ,**Front of House/Team member**

Participated in the training of a front of house member and engaging with customers:

* Took orders from customers at the till or table service. Served and made food at a fast pace, especially during busy periods, evenings, and event days.
* Cleaned inside and outside tables always kept the restaurant clean.
* Gained experience from working at the bar during busy period as a team member. Reassured customers by making sure they were satisfied with their foods and drinks, also received positive feedback or my services; tips and returning customers.
* Always kept the lineup at the counter till and bar clean. Checked temperatures of fridges, food, sauces, and homemade drinks.
* Took the garbage out, cleaned the toilets and kept the front of the restaurant clean and nice. Restocked from the storage into the fridges, kitchen, and bar.
* Cash handling, making returns, dealing with complaints and unpleasant customers during event days and quiet periods.
* Worked at the bar, which involved making alcoholic drinks, serving wines, and cleaning the bar.
* Greeted and welcomed customers and work with my team for the customers’ best interest.
* Handled deliveries, booking services as well as table services.

**Dec 2021 to Jan 2022 Canterbury** Office Shoes, **Seasonal Sales Associate**

Participated in training as a sales associate in a reputable retail store, sell, serve, and assist customers in their experiences:

* Welcome customers, assist them in the pair of shoes they are interested in or need help in
* Attend the stock room to collect the right pair of shoes, either for trial or purchase
* Offered alternative purchases such as online orders through a tablet
* Tidied the store, keeping the shelves and shoes neat and laced in a particular way
* Worked in at a fast paced due to shop getting busy especially during Christmas Eve and Boxing Day
* Handed deliveries to customers
* Dealt with exchanges and unhappy customers
* Sold multi purchases to families and sometimes individuals
* Participated in closing the store, which consisted of cleaning the shop floor, tidying displayed shoes, replenishing stickers as well as shoes
* Met daily targets given, and always strived for more
* Returning shoes to the stock rooms in order attributed by their stickers
* Worked with a team of sales associate and earned commission through my performance

**Jan 2022 to March 2022** **The Cuban** Canterbury, **Bartender Staff**

Participated in training as a bartender and cloak room assistant in a one the busiest and most reputable nightclubs and restaurant in Canterbury.

* Welcomed customers in the cloakroom and handled their personal belongings such as bags, coats and even shoes from time
* Worked with till and handed tickets to customers in order for them to get their belongings back
* Served drinks behind the bar , during event nights or regular nights
* Participated in cleaning cloakroom, bar and bottles
* Dealt with bottle stocks and replenishing bars at the end of shift
* Interacted with intoxicated customers and pleasantly welcomed them to enjoy their time
* Worked with a team of bartenders and earned tips through my shifts

**July 2022. Ampéli ,** Tottenham Court Road**, Front of House Staff**

Participated in training as a front of house and bartender staff in a five-star reputable restaurant in Central London,

* Welcomed and guided customers to their table, served their foods and drinks.
* Worked behind the bar, where I took orders, made the drinks, and served them or handled the distribution of them.
* Cleaned and polished glass, cutlery, and tables throughout my shift and during closing time.
* Handled stocks for the bar, non-alcoholic beverages, and alcoholic beverages.
* Worked in a fast-paced environment, and played an important as a tea member in regards of the passage of food orders.
* Handled big table reservations throughout the shifts.

**July 2022- October 2022.** **JGN recruitments ltd,** Remote, **Admin**

Participated in training as an admin to the manager of the company and translated conversations and documents in French.

* Redrafted emails and mails in English and French and were trained to send them back within a timeframe.
* Made phone calls to other companies to amend prior miscommunication and called to made request from my manager.
* Always stayed in direct communication with my manager and remained on top of my task.

# EDUCATION

## 2015 to 2018 Eltham Hill School 9GCSEs (including *English, Maths, French*)

**2018 to 2020** Westminster Kingsway College **A-Levels** *Law, English Lit and French*

**2020 to present** University of Kent, Canterbury **LLB Law**

# HOBBIES & INTERESTS

## Travelling allows me to experience new cultures and environments. I have a passion for 19th century French literature. I also enjoy helping others as much as I can.

# REFERENCES

**Ms Griffin ( Head teacher) Abigail Taylor (Tutor) Carren Gadd (social worker)**

Eltham Hill School Westminster Kingsway College University of Kent, Canterbury

Eltham Hill Westminster Kingsway University of Kent

London London Canterbury

SE9 5EE WC1 XR8 CT2 7NZ

0208 859 2843 abigail.taylor@westking.ac.uk C.E.Gadd@kent.ac.uk

**Becky Wallis (Manager) Simon Smith**

Office Shoes The Cuban

Office Canterbury

Canterbury 43 High Street,

4 Parade, CT1 2RY

CT1 2JL. beckyw@stores.office.co.uk info@thecubancanterbury.com