

## Professional Profile

I have over 22 months of customer service experience at Tesco, and over 7 months experience as a Games Master at Escape Kent. Currently, I am a second year at Canterbury Christ Church University, studying Criminal Investigation. I aim to achieve this qualification whilst also gaining wider work and life experience.

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## Core Skills

- Leadership
  - Communication
  - Critical thinking
  - Problem-solving
  - Customer service
  - Cleaning
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## Career Summary

**5th April 2022 – 26th November 2022**

**Company:** Escape Kent • **Role:** Games Master • **Hours:** Zero-hour contract

### Key responsibilities:

- Running games, greeting teams on arrival, briefing, watching the games, and debriefing on departure.
- Establishing health and safety rules to ensure games run safely and smoothly.
- Cleaning the general building, as well as resetting and cleaning the escape rooms after each game.
- Taking phone calls and monitoring emails throughout shifts, including taking bookings and payments.

**5th October 2019 - 29th August 2021**

**Company:** Tesco(Fulbourn Superstore) • **Role:** Customer Assistant • **Hours:** 7.5 hours (Part-time)

### Key responsibilities:

- Serving on checkouts, personal shopping, and stocking shelves.
  - Handling both cash, card, and other forms of payments.
  - Maintaining a clean and organised inventory.
  - Anticipating customers' needs and providing them with assistance when needed.
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## Education and Qualifications

**September 2021 - Present**

(Expected to graduate 2024)

**Institute:** Canterbury Christ Church University

**Level:** Undergraduate

**Expected Qualification:** BSc (Hons) Criminal Investigation

**September 2019 - May 2021**

**Institute:** Oakes College Cambridge

**Level:** A-level/ Level 3 Diploma

**Qualifications:** Law (C), Psychology (C), Criminology (C)

**September 2014 - June 2019**

**Institute:** Bottisham Village College

**Level:** GCSE/ Level 2 BTEC Diploma

**Qualifications:** 9 GCSEs including Maths and both English qualifications, and 1 Level 2 BTEC Diploma.

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## Other Experience

- Volunteered as a Young Leader for Scouts (2017-2019)
  - One week work experience at Newmarket Jockey Club Rooms, as a kitchen assistant (2018)
  - One week work experience at Parkside Police Station (2018)
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## Achievements

- Full UK Driving Licence
- Bronze Duke of Edinburgh Award
- 2 A-Levels/ 1 Level 3 Diploma
- 9 GCSEs/ 1 Level 2 BTEC Diploma