

CV Preparation Booklet



What is a CV?

The main purpose of a CV is to interest an employer sufficiently to invite the writer to an interview.

A CV is a sales document – a chance for someone to sell themselves in writing to an employer. Remember it is a summary, not an autobiography.

A CV is your own personal document and there is no right or wrong way of producing it. However, you can rely on the following as being good practice. You will be offered many opinions but, in the end, your CV must reflect you as an individual.

Presentation and content is vital

- A CV is usually no more than two sides of A4 (single sided)
- Use good quality paper
- Good layout is essential – you can expect the average employer to give less than one minute to each CV before deciding to reject it or give it further consideration. Therefore, it needs to be easy to follow
- Bullet points are useful - the first glance should give the impression of a clear and easy to follow document
- Ensure consistency of layout, font (usually between font size 11 to 12) and headings, with plenty of white space – avoid bright colours, boxes, pictures etc. *unless* you feel they add something specific to your CV
- Information should be concise and relevant to the job
- Do not just rely on spell check - get someone else to read it to check for ease of reading, grammar and spelling mistakes
- Clearly describe your experience and achievements
- Many people undersell and underestimate what they have to offer – make sure you take time to draw out your past responsibilities and achievements and match this to the job you are applying for
- If posted, send it unfolded

Common errors – beware!

- Failure to identify what the employer is looking for/giving irrelevant information
- Poor presentation or spelling
- Putting things on your CV that you cannot talk about or back up at interview
- Don't repeatedly use 'I' in your personal profile
- Ensure your email address is professional (e.g. not lagerboy@.... Or pussycat85@...)
- Including date of birth – this isn't required so leave it off

Keep copies of all of the letters, CVs and application forms you send out – you will need them to prepare for interviews.

Try to look at your CV from the point of view of an employer. Make sure that the most important things they need to know about you stand out.

A CV is always a work in progress, adapted for each employer and job. Ensure you keep it up to date throughout your career, changing it to suit different jobs.

You can store your CV on a memory stick and keep a paper copy just in case. This way, you will be able to react quickly to emerging job opportunities.

Applicant Tracking Systems

Applicant tracking systems (ATS) are something to be aware of when using your CV to apply for jobs. Increasingly companies are using ATS systems to filter CV's before a human has even laid eyes on it. These computer systems look for key words in a CV which are relevant to the job and filter out CV's which they deem 'not relevant'. Employers use these systems to save time looking through lots of CV's.

To make sure that these ATS systems pick up your CV, there are a couple of things you can do:

- Don't include things like images, tables or charts on your CV. AT Systems can't read these and so will discard your CV.
- Ensure you tailor your CV to the job description you are applying for. Use keywords from the advert in your CV.

Frequently asked questions

What are the different styles of CV?

The most frequently used styles are:-

Chronological CV

This format lists your work history and education, starting with the most recent. It demonstrates how you have progressed over time in a manner that shows you are suitable for the jobs you are targeting.

Functional/Skills Based

This highlights the skills and abilities you can offer to the job in question, based on those you have gained during your career. It suits most application situations, and is particularly useful for people who are going for a career change, have had a variety of jobs, or have gaps in their career history. It is essential that the skills are linked to the job you are applying for, and that you can give evidence.

Examples of both types of CV are included in this pack

What writing style should I use?

It should be concise and easy to read. The words you use can make a big difference to how you come across and whether an employer reads your CV. Try to use 'active' words, especially when describing what you achieved in previous jobs. Use powerful words like *managed, led achieved* and so on – there is a list of suggestions later in this pack.

Do I need different CVs for different jobs?

Your CV should be tailored for the job you are applying for, matching your skills and experience to the requirements of the job. If you are replying to a job advert, link your skills to the qualities required in the job description and person specification.

Where there is not a job currently advertised, think about what the job will involve and what the employer might be looking for. Take some time to find out about the main activities of the employer.

Doesn't everyone stretch the truth a bit on their CV?

There's a difference between selling yourself and inventing things! Selling yourself is placing your skills and experience in the best light. Never be tempted to invent qualifications or previous jobs. You might be embarrassed when asked about them at the interview stage. If you do get the job based on your CV and your employer subsequently discovers you have lied, you may be subject to disciplinary procedures, up to and including dismissal.

If you need more help go to:

<https://nationalcareersservice.direct.gov.uk/get-a-job/cv-tips>

CV Content Guide

Contact Details

Name

Address (*optional*)

Telephone No

Mobile No

Email address

- Make sure your name is on the top line on the first page of your CV, (*not as a header as it may be difficult to read by online applicant sorting software or could be easily deleted in transfer*).
- You don't need to include the words Curriculum Vitae or CV
- If including your address, try not to take up too much space. Use one line for this, then a separate line for telephone numbers and email address
- Try to avoid using email addresses that are "nicknames" or email addresses that look unprofessional to prospective employers
- Don't include your age, marital status and nationality. Recruiters should be making a decision based on your skills and abilities and experience, not your personal details.
- If you are uploading your CV to a public/recruitment web site it is recommended that you do not include your address or landline, to avoid unnecessary disclosure of your personal data (and identity). Instead keep it to your e-mail address and a mobile number.

Profile

The profile is a "sales pitch" and is a good way of immediately creating a strong and favourable first impression, making an employer want to read on. Ideally it will not take up many lines (around 50 – 100 words). It is an opportunity to show the employer that you closely match their job requirements.

You may want to state the type of work you are looking for and then summarise; how you can contribute to the business/add value, that you have the relevant experience and skills for the role and can "do the job".

It is probably not helpful to write a profile that just describes your personal qualities and attributes (e.g. reliable, hardworking, able to work as part of a team or use own initiative). Employers may well disregard this type of profile as too general and unfocussed.

Skills and/or Achievements (*optional*)

Under the profile you have the option of including a list of Skills or Achievements.

A skill is a particular ability to do a work related task e.g. a Sales Assistant has "customer service" skills. Give your skills some context by putting them in a sentence. Don't just say "Communication Skills". Give a description. Are they verbal or written? If verbal, are they in

the area of selling, counselling, operating a telephone help desk, greeting visitors, talking one-to-one or giving presentations to groups for example?

An achievement should have a “result” – otherwise it is a key responsibility. If applying for management or business development roles a list of key achievements illustrates the value you can bring to a company. Some people incorporate them into the description of each role they have held within their career history.

Ideally do not repeat what you have stated in your Profile – rather develop or add to what you have said and use bullet points to help to make this information easy to read.

Career/Employment History/Work Experience

The purpose of this section is to give an idea of the range of your experience in the workplace

- List your most recent employment first (include Employer, Job Title, Dates and Duties or Competencies and Achievements)
- Give a brief description of your job role to highlight your key skills and experience
- Don't feel you have to go back to the beginning of your work history. As a general rule, go back at least ten years (or include the most relevant aspects of your career)
- Avoid unexplained gaps in your employment history. If you had time out travelling, job seeking, volunteering or caring for a relative, include this along with details of what you've learned or gained from these experiences
- If you have a criminal conviction, you are not expected to disclose it on a CV but you must be prepared to deal with the issue, if appropriate at interview. This organisation can advise if you need advice on disclosure www.nacro.org.uk
- If you have had several similar jobs, avoid repeating the information about them - try to say something different about what you achieved in, or gained from them
- You can include any significant achievement or benefit you brought to each organisation you worked for
- If you don't have much work experience, you might like to highlight your education and training – or any work placements you've completed
- Include voluntary work in this section, as appropriate. Consider putting a job title describing your role, rather than “volunteer” and just mention it as a voluntary role in the job description

Education, Training and Qualifications

- Consider what training or qualifications are relevant to the job you are applying for – whether they are from in-house training, professional qualifications, college courses or academic qualifications.
- You don't always need to list every course and qualification you've completed, although in some cases this might be appropriate (e.g. for recent school leavers)
- Remember to include details of courses you are currently studying - if relevant you can include information about specific modules completed

- Put the qualifications or training in order of newest, highest or most relevant to the employer
- Include any relevant, non-certificated workplace training such as Manual Handling or Health and Safety
- It is not necessary to include the names and addresses of schools /colleges or the dates you attended if it is some time since you left education - just the qualifications achieved can be enough

Membership of Professional or Trade Institutions

- List membership of any professional bodies particularly if you have gained membership through study, assessment or accreditation

Additional Information

- This optional section gives you the opportunity to highlight any particular experience, skill or other piece of information that could strengthen your application, e.g. driving licence, competence in foreign languages, interests and hobbies
- Even though the content of this section may be more flexible than that of other sections, you should remember that it should be clear, brief and to the point

References

Do not include details of referees on the CV, it is no longer necessary to put 'References available on request'. The employer will ask if they are required.

CV Information Sheet

| | |
|--|--|
| Name | |
| Contact details including phone number and email address | |

| |
|---------|
| Profile |
| |

| |
|---|
| Skills |
| <ul style="list-style-type: none"> ● ● ● ● ● |

| | | |
|---|--------------|--------------------|
| Employment History (Start with most recent job first) | | |
| Job Title | Company name | Start/Finish Dates |
| Duties | | |

| Employment History | | (Start with most recent job first) |
|--------------------|--------------|------------------------------------|
| Job Title | Company name | Start/Finish Dates |
| Duties | | |

| Employment History | | (Start with most recent job first) |
|--------------------|--------------|------------------------------------|
| Job Title | Company name | Start/Finish Dates |
| Duties | | |

| Education and Training | | | |
|--------------------------------|-------------------------|-------------|------|
| Course/Qualification | School/College/Provider | Grade/Level | Date |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Additional Information/Hobbies | | | |
| | | | |

Examples of profile statements

1. Commercially aware and customer focussed Retail Assistant who always aims to exceed customers' expectations and has a genuine care and interest in meeting customers' needs. Enthusiastic and quick to develop a strong product knowledge and actively endorses key offers and promotions in-store. Persuasive and sales focussed, performing efficiently and remaining calm when working under pressure to meet targets. A team player who enjoys being a role model to colleagues, identifying ways to help the team and take action to make sure that they deliver their best.
2. A customer focussed individual with many years' experience as a successful Financial Adviser, able to communicate easily and effectively with customers, with a genuine enthusiasm for delivering exceptional service. A passion to be the best and driven to identify potential sales opportunities. Able to remain calm under pressure, always polite and friendly with customers and colleagues. A flexible and self-motivated team worker with excellent time management skills, strong numeracy skills and a keen eye for detail.
3. A self-motivated Sales Manager with a proven track record in driving sales within a targeted business environment. Comfortable analysing data to understand trends, performance and progress, with previous budget management experience and responsibility for maintaining accurate account plans in line with projected volumes. Good leadership skills with the ability to coach, motivate and develop a team to out-perform. A highly effective communicator with the ability to influence across all levels of the organisation.
4. A talented Web Developer/Designer with extensive experience across a range of projects, spanning the complete development lifecycle from initial assessment through to handover, documentation and support. Able to design and develop responsive, standards compliant, secure and reliable web solutions and to deal with continual change, contributing constructively to improvement cycles. Comfortable working collaboratively in a cross-functional team to deliver quality software. An independent problem-solver, with first class written and verbal communication skills.
5. A qualified Machine Operator with extensive experience of manufacturing engineering and a certificate in CNC Programming. Now looking for the next role. Competent in the safe operation of production equipment, adhering to quality standards and maximising cost effectiveness, optimal running and equipment efficiency. Pays attention to detail, handling precision pieces of equipment. Solution orientated, hands on and comfortable working at pace and with manufacturing challenges.
6. An experienced Administrator accustomed to working in fast paced office environments. Excellent organisational skills, with the ability to prioritise own workload, take the initiative and work autonomously, supporting colleagues as needed. Strong IT skills. Functions effectively under pressure, approaching tasks

with confidence and clarity. Passionate about completing work to non-negotiable high standards of accuracy. Good interpersonal skills, a professional manner and a flexible attitude.

7. A versatile, reliable (Ground-Worker/Gardener/Labourer/Maintenance Operative) with experience of delivering professional maintenance services to fulfil required contracts. Highly motivated and trustworthy with the proven ability to remain good humoured and calm under pressure.

Examples of key skills checklist

Practical Skills

| | | |
|--|--|--|
| General repair and building work | Merchandising | |
| Forklift Truck licence in Counter Balance/Reach | Painting and decorating | |
| Loading and unloading of goods | Maintaining equipment and machinery | |
| Mending and repairing of equipment | Assembly work | |
| Diagnosing faults and testing equipment | Handling materials or equipment with precision and speed | |
| General warehouse duties | Quality control | |
| Food and beverage service | Food preparation/catering | |
| Bar work | Basic Food Health and Hygiene awareness | |
| Awareness of First Aid | Health and Safety at Work awareness | |
| Hygiene operations and use of cleaning equipment | Manual handling | |
| Passenger carrying | Multi drop experience | |

Information and Data Skills

| | | |
|--|---|--|
| Keeping accurate records | Cash handling and till operation | |
| Making accurate measurements or calculations | Stock control | |
| Following written instructions or diagrams | Keyboard skills | |
| Working out costs and budgeting | IT skills in Microsoft Word and Excel | |
| Reconciling goods purchase and sales ledgers | Managing company bad debt ledger | |
| Advance CAD design experience | Produced monthly management accounts | |
| Forecasting and planning company's spending liabilities and profits | Recommending ways to reduce costs and increase profits | |
| Carrying out internal audits of various departments | Providing external auditors with company reports and financial data | |
| Overseeing the company's payroll, credit control and bookkeeping systems | Filing tax returns and providing tax advice | |

People Skills

| | | |
|--|--|--|
| Encouraging people to talk and actively listening to them | Explaining things to people | |
| Dealing with queries and complaints | Organising work rotas and holiday leave | |
| An ability to motivate and inspire others | Training/tutoring staff | |
| Managing/supervising a team of x staff | Selling/persuading/negotiating | |
| Relating to people of all backgrounds | Being supportive to people | |
| An ability to develop good relationships with people from all backgrounds | Patience and tact when handling difficult situations | |
| Inspire confidence and trust | Assertiveness and the ability to represent the interests of others, e.g. Advocacy skills | |
| A persuasive manner with the ability to encourage patients to follow treatment plans | An understanding of body language and other forms of non-verbal communication | |

Team worker/Initiative

| | | |
|---|--|--|
| Co-operative and reliable team member | Responding positively to requests for help and support | |
| Works well as a team member | Assisting and supporting colleagues | |
| Following instructions | Working on own initiative with minimum supervision | |
| Developing and maintaining positive and effective relationships | Co-operates with others, offering and accepting support and guidance | |

Communication skills

| | | |
|---|---|--|
| Communicates well at all levels | Calm and able to deal with difficult situations, by telephone or face to face | |
| A good representative for an employer in terms of attitude and appearance | Tactful and diplomatic | |
| Polite and pleasant attitude | An ability to listen and follow directions | |
| Rapport building | | |

Customer Service skills

| | | |
|-------------------------------------|-----------------------------------|--|
| Polite and courteous with customers | Enthusiastic and approachable | |
| Helpful and friendly | Ability to remain calm and polite | |
| Respectful and empathetic | Problem-solving skills | |

Personal Management skills

| | | |
|--|----------------------------------|--|
| High personal standards | Reliable and punctual | |
| Smart appearance | Good time-keeper | |
| Polite and professional | Exceptional record of attendance | |
| An ability to check quality and accuracy of own work | | |

Key Skills

| | | |
|--|--|--|
| Excellent written and spoken English | Good numeracy skills | |
| Literate and able to keep administrative records | Proficient at using Microsoft Word, Excel, internet and email. | |

Working under pressure

| | | |
|---|---|--|
| Efficient and timely | Prioritising in order to meet deadlines | |
| Good time management skills | An open and flexible approach to change | |
| Good planning and organisational skills | An ability to deliver to timescales | |

Useful key words

In their various forms, you can use these words to:-

- describe yourself or your skills, e.g. “creative” or “high-achieving”
- describe things you’ve accomplished, e.g. “created” or “achieved”

They are in alphabetical order and will hopefully give you some ideas to get you started.

| | | | |
|--------------|--------------|-----------------|--------------|
| Achieved | Directed | Led | Recommended |
| Acquired | Distributed | Maintained | Reduced |
| Active | Drew up | Managed | Refined |
| Administered | Dynamic | Modified | Repaired |
| Advised | Economical | Monitored | Represented |
| Analysed | Effective | Motivated | Researched |
| Arranged | Efficient | Navigated | Resourced |
| Assembled | Eliminated | Negotiated | Resourceful |
| Assisted | Engineered | Networked | Responded |
| Awarded | Established | Obtained | Responsible |
| Built | Evaluated | Operated | Responsive |
| Calculated | Exceeded | Organised | Restored |
| Capable | Examined | Originated | Restructured |
| Collected | Excelled | Outperformed | Reviewed |
| Commissioned | Excellent | Participated | Revised |
| Competed | Expanded | Performed | Revived |
| Competent | Experienced | Planned | Saved |
| Competitive | Flexible | Positive | Selected |
| Completed | Formulated | Prepared | Served |
| Composed | Founded | Presented | Skilled |
| Conducted | Generated | Proactive | Solved |
| Consistent | Grew | Problem-solving | Specialised |
| Consolidated | Guided | Processed | Specialist |
| Constructed | Headed | Produced | Stabilised |
| Consulted | Identified | Productive | Streamlined |
| Controlled | Implemented | Proficient | Strengthened |
| Co-ordinated | Improved | Profitable | Structured |
| Created | Incorporated | Programmed | Successful |
| Creative | Increased | Promoted | Supervised |
| Decreased | Initiated | Proven | Supplied |
| Delivered | Initiative | Provided | Targeted |
| Designed | Installed | Purchased | Taught |
| Determined | Instructed | Qualified | Tested |
| Developed | Introduced | Quality | Trained |
| Development | Invented | Quantified | Translated |
| Devised | Involved | Received | Versatile |
| Diagnosed | Jointly | | |
| | Launched | | |

CV Examples - Chronological

JANE HUGHES

201, Tennis Court, London SW1
07783xxxxx / 01234 56xxxx/ jhughes@internet.com
JHughestrainerlinkedin/com

Profile

A proactive and enthusiastic Training and Development professional with extensive, proven expertise in learning and development, from initial needs assessment through to design, facilitation and management of programme delivery. Has creativity and vision to initiate new ideas and implement innovative approaches to supporting business development through strategic planning and direction. With a background in Marketing, commercially aware with strong organisational skills, I am able to deliver effective, innovative and sustainable training solutions.

Professional Experience

2009 – To date

Training and Development Solutions, Preston Training and Development Consultant

- Design and delivery of graduate business and marketing programmes, including development of course materials
- Strategic input into organisation development and proposals for European Funding
- Design and development of commercial training resource pack in career management skills
- Market research and analysis; production of business plan to inform further product development
- Consultancy advice concerning marketing strategy within the organisation
- Creative input into the design of an interactive game within new website
- Mentoring support for graduates to develop high-level skills in presentation and interview skills

2008 – 2009

Royal Navy and Royal Marines, Portsmouth, Hants Advertising Executive – Recruitment

- Organised, co-ordinated and produced a recruitment advertisement for television
- Managed £4 million advertising budget to ensure recruitment campaign targets were met
- Provided creative direction for advertising agencies, Young and Rubicam and Saatchi & Saatchi, to develop press advertisements for recruitment campaigns
- Strategic analysis of responses to advertising to inform future decision-making, budget allocation and to identify trends
- Development of press releases and reports in response to minister's questions and Armed Forces developments

2006 – 2008

**North East Museums Service, Newcastle
Training Manager**

- Training needs analysis undertaken across ninety-five museums and galleries covering a wide range of skills and competencies within existing staff structures and linked to nationally recognised qualifications. Subsequent production of Training and Development Plan to fulfil learning objectives within each organisation.
- Design and delivery of management training course providing the opportunity for sharing best practice and mentoring for individuals
- Organised and managed the design and delivery of a training conference in Budapest, Hungary – a six-day intensive training course for museum professionals in management, marketing and business skills

2005 – 2006

**Graduates into Employment Unit, University of Liverpool
Training and Development Consultant**

- Design and delivery of training modules for innovative course in Marketing and Business skills for graduates
- Design of project within training course to enhance key skills of graduates and attract commercial interest

2003 – 2005

**International Business and Management Centre, Wirral
Lecturer**

- Design and delivery of modules within GNVQ and BA syllabus in marketing and business skills
- Development of key skills and competencies for each student through skills analysis and mentoring

Education and Training

Professional: Chartered Institute of Marketing Diploma
Included Marketing Communications and Planning Strategy

Degree: BA (Hons) Public Administration and Management – 2:1
Majored in Marketing, NHS Management, European Politics

A Levels: English Literature, Politics, General Studies

GCSE: Ten subjects including English and Maths

Interests

Keen interest in photography and film-making. Currently renovating and redecorating my house. Member of local gym.

Personal Information

Full clean driving licence

ALAN PARKER

Newcastle, NE11

T. 0191 206xxxx M.07825 36xxxx alanparker33@hotmail.com

A knowledgeable Food Production Supervisor, used to leading a team within a fast paced, food production environment, ensuring that production volumes are delivered within quality specifications and maximising individual contributions to deliver a strong team performance. Experienced in monitoring KPIs on a daily basis and with intermediate food hygiene, basic HACCP training and Metal Detection Tier B Training. Versatile and adaptable; embraces change and new challenges.

Skills

- Develops and implements plans to reduce waste
- Ensures labour force deployment is balanced so that key service targets are achieved
- Promotes a culture of continuous improvement, identifying opportunities to increase capacity or efficiency
- Actively promotes and participates in the development of a safety culture on site by identifying and implementing corrective actions
- Promptly investigates key issues and resolves or communicates as appropriate
- Qualified counterbalance fork lift truck driver

Career History**Production Supervisor Swafield Prepared Foods Ltd 2010 - Present**

- Re-wrote training manuals for packaging processes and use of machinery including all cleaning procedures. Trained new and existing staff in all these processes and assessed staff progress
- Programmed production machinery to accept the correct quantities of raw ingredients to meet production needs
- Monitored and regulated the speed and temperature of production machinery to meet company specifications and quality standards
- Weighed and measured product, logged results into a computer and adjusted production machinery to regulate the size of the end product
- Gained promotion to Production Supervisor, having worked as a Flow Wrap Operator between 2001 – 2006 and a Packer between 1999 – 2001

Painter and Decorator Self Employed 2005 – 2010

- External and internal painting and decorating work for corporate and private clients
- Also employed in temporary roles for short periods to maximise income during this period and had a short period of unemployment

Qualifications and Training

NVQ Level 3 in Food Production

RTITB Fork Lift Licence (counterbalance)

In-house courses: Basic Food Hygiene, Metal Detection Tier B Training, Hazard Analysis and Critical Control Points (HACCP) Chemical Handling, Ladder Safety, Harness Safety, Fire Extinguishers

Additional Information

Member of Middleton Mere Angling Club

I hold a full, clean UK driving licence

John Smith

3, Sun Drive, Sunderland SU1

Mobile: 07844 997xxxx

Email: johns@email.com

Personal Profile

A caring and patient individual with good interpersonal skills. Approachable and able to build effective working relationships. Works in an organised and efficient way. Excellent face to face people skills and experience in working with the general public. Keen to develop a career working within an adult social care setting.

Key Skills

- Patient and sensitive to the needs of others
- Reliable with a flexible approach to working hours
- Able to prioritise and multi-task
- Good awareness of Health, Safety and First Aid
- Accuracy with written records

Career History

2014 – 2016

Events Organiser Age UK (Stockton)

Assisting in organising a range of activities and events for older adults throughout the community. Voluntary role – two days and one evening per week.

2009 – 2016

Career break

Home and Family responsibilities, employing a wide range of transferable skills such as organising, communicating, planning and attention to detail.

2005 – 2009

Retail Assistant, Next (Middlesbrough)

- Dealing with customer enquiries and giving information/direction as needed
- Processing payments through the till point
- Providing an excellent standard of customer service
- Stock replenishment and rotation depending on the season and company promotions

Training & Education

Working towards an NVQ Level 2 in Health and Social Care

Completed the Next Customer Service Programme with Merit

Achieved a good standard of secondary education at Stockton High School

CV Examples – Functional/Skills Based

Sam McEden

Birmingham, B67

01233 67xxxx/ 07654 32xxxx SamMcEden@hotmail.com

Profile

Experienced Personal Assistant with strong organisational and administrative skills and excellent IT skills. An efficient and supportive professional accustomed to prioritising a demanding workload under pressure. Discreet and personable with good communication skills at all levels. Having a good eye for detail, I pride myself on providing high standards of support.

Information Technology Skills

- Advanced level MS Office: Word, Excel, PowerPoint, Outlook, manage online diary and emails
- Shorthand and typing - typing speed 60 wpm, audio 60 wpm.
- Database administration

Communication skills

- Reception duties - greeting visitors, screening phone calls and handling enquiries
- Meetings – setting up agenda and taking minutes
- Letter writing, reports and presentations

Organisational and Administrative Skills

- Strong time management with the ability to multitask, prioritise and meet deadlines
- Diary management for busy teams of staff in the medical and public sectors.
- Arranging meetings and booking customer appointments.
- Supervising the work of other administrative staff
- Setting up systems to file and record work, both electronic and paper

Experience

| | | |
|---------------------------|-----------------------------|-----------|
| Birmingham Royal Hospital | Medical Secretary | 2008-2016 |
| Birmingham City Council | Secretary | 2005-2008 |
| Johnson's Packaging | PA/Administrative Assistant | 2001-2005 |

Training and Qualifications

NVQ Level 4 Business and Administration
3 GCSEs Grade B, CSE English Grade 1

Additional Information

Sea Cadets – Assistant Leader – assists in running a local group.
Sports – swimming, running and keep fit.

William Miller

Co Durham, DH2

Tel: 0191 211 xxxx Mob: 07771 77xxxxx

Email: willmiller@email.com**Personal Profile**

A motivated, adaptable and responsible graduate, seeking an entry-level position in fundraising which will use the organisational and business skills developed through own internship and volunteering roles. As an undergraduate successfully combined studies with work and other commitments, demonstrating self-motivation, organisation and being able to work under pressure. Possessing a clear, logical mind with a practical approach to problem solving and a drive to see things through to completion.

Achievements

- First class honours degree in Business and Finance
- Short-listed for Graduate of the Year 2016 at the University of Sunderland
- Participant on the first youth exchange programme between Britain and Thailand
- Assistant Team Leader with the Prince's Trust Volunteers

Skills**Organisational:**

- Co-ordinated 15 work placements and a residential week for the Prince's Trust programme.
- Fundraised £7500 for the VSO exchange programme and secured radio and newspaper coverage.
- Organised a residential team weekend with a £1200 budget for the VSO programme.

Communication:

- Prepared and delivered presentations while on VSOs international exchange programme.
- Built relationships with staff and participants from all backgrounds and levels while Assistant Team Leader with the Prince's Trust.
- Wrote many news articles for University Radio station.

Information Technology:

- Studied ICT from its use in data processing to its impact on competitive advantage.
- Experience of preparing financial accounts and budget forecasts.

Qualifications**BA (Hons) Business Studies and Finance First Class Degree****3 A levels** – English, Business Studies and French**9 GCSEs Grades A-C** including English, Mathematics, French, Business Studies, Geography, Economics

Work Experience

2015 UK Finance Ltd Finance Internship

2014 Prince's Trust Volunteers Volunteer and Assistant Team Leader

2013 Voluntary Services Overseas International Volunteer

Interests

I enjoy outdoor pursuits, mainly abseiling and rock climbing. Another big interest of mine is community development work in developing countries.

JAMES MILES

Middlesex, NW21
01233 67xxxx/ 07654 32xxxx
jmiles@hotmail.com

Personal Profile

A dependable warehouse worker with experience in stock systems, picking and packing orders, loading goods for dispatch, and keeping paperwork up to date. An excellent safety record, with specific training in safe lifting and manual handling techniques.

Achievements

- 100% attendance record and clean safety record
- Employee of the Year (Smiths) 2015
- Nominated first aider at Northern Stores and Smiths Ltd

Skills**Practical Skills**

- Planning and organising own work area logically and methodically
- Taking delivery of goods and checking against inventory records
- Weighing and labelling orders ready for dispatch
- Stock rotation and stock control experience
- Health, Safety, First Aid and Manual Handling

IT Skills

- Use of the SAP Inventory computer system
- ITQ Level 1 trained

Teamwork and Flexibility

- Experience of shift working (including evenings and weekends)
- Helping new members of staff during their induction
- Ensuring dispatch deadlines were achieved by working as a team

Employment Summary

| | | |
|-------------|---------------------------|---------------------|
| 2013 – 2016 | Warehouse Operative Smith | Depot Ltd |
| 2010 - 2013 | Packing Operative | Northern Stores Ltd |

Qualifications

- St John's Ambulance First Aid – Renewed 2015
 - HSE Manual Handling and Safe Lifting 2013
 - Health & Safety in the Workplace – 2013
-

Additional Information

- I coach a local football team of 9-11 year olds
- I am a member of a local running club and run competitively

Mandy Smith

1 The Lane, Godalming, Surrey, GU1 3SY

Telephone: 01234 xxxxx

Mobile: 077xxxxxxxxxxxxxxxx

Email: mandysmith@net.com

Profile

A caring and helpful person who enjoys meeting different types of people, having the ability to manage and prioritise a varied workload and enjoys the challenge of new tasks. Committed to customer satisfaction, whilst maintaining a high quality of service. Possessing an outgoing personality and able to work without supervision, self-motivated, always working to the best of abilities. Enthusiastic about learning skills and building on various experiences.

Skills

- Communication written and verbal, including face to face, over the phone and professional emails
- Time-management and prioritising workload to ensure daily tasks are completed to correct deadlines
- Organisational skills, able to plan and organise myself and others
- Able to handle multiple tasks with ease and precision
- Negotiating with professional bodies, able to discuss and obtain the required outcome
- Managing conflict, the ability to adapt communication to the needs of others and actively listen
- Keeping calm under pressure, able to keep myself and others calm within pressured environments
- Excellent IT skills including Microsoft Word, PowerPoint and Excel

Career History

2010 – Present – Raising a family

- A full-time parent to my three children
- Managing the household budget to ensure bills are paid on a regular basis and on time
- Preparation of daily meals to meet with nutritional needs
- Organise time schedule to ensure all tasks of the day are completed
- Planning of frequent social, recreational and educational events
- Communicating and negotiating with schools and education associations to aid in development

2014 – Present - Treasurer for the local Parent Teachers Association (PTA)

- Working in a voluntary capacity with the PTA committee and the head teacher
 - Day-to-day management of accounts, including issuing bills and receipts on behalf of the PTA and making payments
 - Preparing and updating financial ledgers on a regular basis
 - Completing banking transactions on a regular basis
 - Organising floats for fundraising events, collecting and reconciling money raised at these events and report totals raised to the appropriate stakeholders
 - To prepare and report financial statements at PTA Meetings
 - To prepare a concise Financial Report for the Annual General Meeting
-

Qualifications

- Level 2 in Basic IT
- 8 GCSEs at grades A-C including English and Mathematics

Training

- Health and Safety
- Manual Handling
- Basic First Aid

Hobbies

Theatre trips, meals out with friends to try new cuisines, swimming and cycling with the family

Amanda Smith
Southampton, SO11
01234 xxxxxx
077 xxxxxxxxxxxx
amandasmith@net.com

Profile

Business Management graduate who has proven ability to lead diverse teams to success. I communicate confidently and effectively at all levels and use my initiative to meet the highest of standards. Successfully combined my studies with part-time work and involvement at committee level with the University's student radio station. Commercial knowledge gained through an internship in the Marketing team at Southampton Solent University.

Skills

- Strong communication and interpersonal skills
- Excellent presentation, listening and consulting skills
- Can quickly prioritise jobs under pressure and anticipate the changing needs of customers
- An eye for detail, adopting a methodical approach to work tasks
- Experience complying with industry standards/legislation, company policy and procedure
- Able to research, present and interpret business and financial data
- Self-reliant, with proven time management and organisation skills

Employment History

Marketing Internship, Southampton Solent University

2018 – Present

- Accountable for managing the organisation and delivery of a careers fair for Technology students
- Provided administration support to the marketing team, including daily use of Microsoft Office (Word, Excel, Access, Powerpoint, Outlook) and internal databases
- Responsible for costing, estimating and planning the careers fair project
- Liaise with relevant internal staff as well as external stakeholders
- Delivered a presentation on the careers fair project to the University Management Team
- Created and update project progress reports, utilising Google Drive to ensure they are easily accessible to my team

Events Manager, Radio Sonar

2015 - 2017

- Successfully campaigned for this voluntary position, voted in by members two years running
- Achieved 40% increase in attendance on member events during my time there
- Instigated a (now annual) member survey to gather ideas and feedback for events
- Awarded the Vice-Chancellor's Gold Award for my dedication to the station
- Attend industry functions and seminars, representing the station and developing links
- Communicated with members through Social Media and email bulletins
- Ensured all events complied with the University's code of conduct and on-air events complied with Ofcom standards
- Worked in a team to successfully bid for a temporary FM licence – one of only four student radio stations to do so in the 2016/17 academic year
- Collaborated with other University Societies to ensure cost-effective, well attended events

Bar Staff, SSU Students Union**2014 – 2017**

- Worked as part of a team to serve customers quickly and efficiently
- Handled cash and card transactions, cashing up at the end of each night
- Gained excellent product knowledge and learnt how to sell products to customers
- Handled complaints effectively and in line with company policy

**Saturday Sales Assistant, Greeting Cards For All
2012 – 2014**

- Worked flexibly, covering the duties of other members of staff during breaks
- Served customers at the tills, handling cash and card transactions
- Designed attractive window displays to sell goods
- Undertook regular stock takes, requiring accuracy and speed

Education and Training**BA (Hons) Business and Management (2:1), Southampton Solent University**

- Worked in a team of four to design, pitch and run a successful business for a semester
- Presented to a class of my peers on the potential economic impact of Brexit
- Analytical and research skills required to complete regular written assignments
- Managed my time effectively, submitting all assignments to deadline
- Utilised Microsoft Office products including Word, Excel, Powerpoint and Project

3x A Levels, Guildford College

- Business Studies (A), Sociology (B) and Economics (C)

11 x GCSEs High School, Guildford

- A*-C, including English and Maths

Additional Information

Full, clean driving licence

Hobbies

Theatre trips, meals out with friends to try new cuisines, travelling to European cities, swimming and cycling.