

Your Full Name

Phone: | Email: | Location:

Profile

Include a short profile that highlights your key skills, experience, strengths and qualities. Tailor this to the role you are applying for. Keep it clear and concise, around 4-5 sentences long.

Patient and customer focused, I developed strong customer service skills over 3 years in busy retail environments. A confident communicator and active listener, I take time to understand each customer's query and help them reach a positive solution. With a BSc in Business Management, I have excellent attention to detail and understand how to use business data to improve services and support strategic decisions. I am looking for an administrative role in higher education where I can bring my customer relationship and administrative experience to deliver a high standard of service to university students.

Skills

Choose 4 to 8 key skills and give examples of how you have developed them. Examples can come from a range of experiences, such as work, education, volunteering, online courses, or personal projects. Try to match your skills with those listed in the job description.

Communication:

- Achieved 2 customer service awards for handling challenging complaints using active listening, calm communication and effective resolution.
- Delivered a group presentation to an audience of 75 during a degree module. Confidently answered questions, which contributed to achieving a high grade.

Administration:

- Handled a high volume of customer queries on a busy phone line at Waitrose, quickly understanding needs, resolving queries and directing customers to the appropriate department.
 - Developed knowledge of data protection and confidentiality through university modules.
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Education

Include education, including the course name, provider and dates. You can also include modules, a dissertation title or relevant assignments.

Qualification 1: BSc Business Management

Name of the university or education provider

September 2021 – May 2024

Qualification 2

Name of the university or education provider

Month / Year – Month / Year

Work Experience

Start with your most recent experience. Depending on how much experience you have, you can list the job title, employer, and dates for all roles without further details of the position. Alternatively, you can include some bullet points of responsibilities and achievements for each of your roles.

Customer Service Assistant - Waitrose

April 2023 – May 2026

- Collaborated with teams across retail sections, including checkouts, customer service desk, replenishment, and online delivery.
- Trained 3 new colleagues by clearly explaining processes and providing feedback on their progress, helping to build confidence in their roles.

Job Title
Employer

Month / Year – Month / Year

- *Add bullet points of your responsibilities and achievements.*

Job Title
Employer

Month / Year – Month / Year

- *Add bullet points of your responsibilities and achievements.*
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*You can include any additional sections that are relevant to you and add value to your application.
Additional sections include:*

- *Volunteering*
- *Additional Courses or Certifications*
- *Professional Memberships*
- *Languages*
- *Technical Skills*
- *Projects*
- *Hobbies and Interests*