

# Miss Amy Hollis

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## Profile

I am a hard working team player, who is keen to learn new skills and share ideas. I believe that attendance and punctuality are very important. I have the ability to pick-up new computer systems easily and quickly become proficient. I had the role of Digital Leader representing the 6<sup>th</sup> form at Easthampstead Park Community School (Bracknell). This required me plan for and conduct the training for teaching staff and students as the school made the transition to Google Docs, and implemented Real Smart software. I completed my Bronze Duke of Edinburgh Award in October 2014.

## Education

| Subject                                    | Grade         | Date      |
|--|---------------|-----------|
| <b>A Level</b>                             |               |           |
| <u>Easthampstead Park Community School</u> |               |           |
| BTEC Level 3 - ICT                         | Distinction * | June 2016 |
| English Literature                         | C             | June 2016 |
| History                                    | E             | June 2016 |
| <b>AS Level</b>                            |               |           |
| <u>Easthampstead Park Community School</u> |               |           |
| Biology                                    | E             | June 2015 |
| <b>GCSE</b>                                |               |           |
| <u>The Brakenhale School - Bracknell</u>   |               |           |
| Further Maths                              | C             | June 2014 |
| Maths Statistics                           | B             | June 2014 |
| Additional Science                         | B             | June 2014 |
| Further Additional Science                 | B             | June 2014 |
| Core Science                               | A             | June 2013 |
| Maths                                      | B             | June 2013 |
| English Language                           | C             | June 2014 |
| ICT  | A             | June 2014 |
| History                                    | B             | June 2014 |
| Hospitality and Catering                   | A             | June 2014 |
| Photography                                | A             | June 2014 |

## **Employment History**

### **Current: July 2017- current**

Avis Budget Group Inc.

12B The Western Centre, Bracknell, RG12 1RW

Position: Assistant Manager (November 2019 – Current)

In addition to the duties I had as a Rental Sales Agent I am now responsible for helping the manager to coach the team to help improve key metrics for the store. When the manager is off I am required to do the weekly call with the area manager to discuss the store's metrics for the week and say what we can do to improve them. Alongside the manager it is now my responsibility to manage the manpower and look ahead at the fleet availability and plan how best to utilize it, especially over the weekend peak period.

Position: Rental Sales Agent (July 2017-November 2019)

This front of house roll requires me to look after customer bookings from the beginning to the end of the rental. This includes security checking the customer before they rent, processing the rental, modifying rentals and checking the cars back into the location. While checking out the rentals I have the opportunity to sell additional coverage on the vehicles, paying for a tank of fuel up front and a range of other products. The Bracknell Rental station also provides a delivery and collection service, this means that not only do I have to manage the movements of the drivers, but I also drive to help on the road when needed. In addition, I also help with the reporting of the station by completing a series of morning reports and closing reports, including counting the petty cash tin and ensuring it is balanced. On top of this I am the Damage Champion for the South. This means that I work with the 8 stores in the region. I go out on store visits to see how they are capturing and processing damage, helping them where needed and seeing what ideas can be implemented across all stores to improve the region. I send out weekly reports to help keep the focus on damage spotting and processing and give advice for how to improve for the next month.

### **Previous: December 2016 – March 2017 (temporary contract)**

Expeditors

Ascot Road, Bedfont, TW14 8QH

Position: Transcon Agent

In this position, I was responsible for tracking and tracing parcels through the final delivery and updating the computer system in a timely manner, ensuring all the event codes are input and updating the Proof of Delivery for compliance. I organised the delivery of goods from offices throughout Europe. This required me to ring the customer and arrange the delivery and work closely with service providers to ensure a high standard of customer service throughout the final delivery of goods. In addition, I also organised the pickup of goods in order to send them to other destinations over Europe. I also processed crossdock files, which included ensuring the warehouse had the correct documentation from the Air Imports department before they let the goods go out for delivery, which I would have created the labels for. I then billed the customer, ensuring the correct references are with the files so we can pay the service provider invoices.

### **Previous: May 2016 – December 2016**

Tesco plc

County Lane, Warfield, Bracknell RG42 3JP

Position: Customer Assistant

Within this role, I worked in the stock control department, one of my responsibilities is ensuring that there are no gaps on the shelves due to a lack of stock. This requires attention to detail and taking into consideration the delivery times of stock when carrying this out. I also had to ensure that the stock of fresh food on the shelves is within date. I often undertook other roles including till work in both the main store and the Petrol Filling Station, this includes the transfer of cash from till to cash office.

**Previous: September 2014 – May 2016**

McDonald's

The Keep, Bracknell, RG12 7WT

Position: Crew Member

This is a customer facing role; I am responsible for taking cash and electronic payments for the customer orders. This includes participating in the cashing up process at the end of a shift. On occasion I am required to deal with customer complaints as a part of the front of house team.

**References**

**Referee**

Ramanjeet Kundra

McDonald's

The Keep

Bracknell

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**Referee**

Emma Vango-Caroll

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