**Connor Nally**

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**Personal Statement**

A fully motivated and hardworking individual with a year of admin experience and over 5 years’ experience in customer service, who enjoys working as part of a team and under own initiative.

In addition, I am also highly willing to work towards any additional qualifications that may enable me to be a better, more skilled employee, whether this be in or out of the work environment.

**Key Skills and Abilities**

• Full drivers licence and own car

• Excellent communication and ‘people’ skills

• High level of knowledge of computer inputting including Microsoft Office software

• Time management skills and working with set deadlines

• Good practical problem-solving abilities

**Education**

**Brockhill Park Performing Arts College** September 2006- July 2011

**GCSE’s-** Eleven A\*- C passes, including English, Mathematics, Science & ICT

**A Levels-** Philosophy & Ethics- **B**

Sociology- **B**

Media Studies- **C**

**Employment History**

**Admin Assistant** The Range, Folkestone 2017-Present

Roles of the job include

* Taking and making phone calls from customers and to suppliers.
* Handling all duties of the cash office, including bookkeeping, mental arithmetic and banking, providing a high level of concentration and diligence.
* Data input into Excel and other Microsoft Office applications.
* Time management to ensure all tasks are completed within deadlines
* Investigate and apply critical thinking to incorrect stock levels, and correct where necessary

**Retail Assistant** The Range, Folkestone 2014- 2017

Roles of the job include:

• Supporting the store team and management staff to increase revenue streams and profit targets.

• Providing a friendly and helpful service to customers, in a one-on-one environment.

• Maintaining high standards of presentation and cleanliness across the store.

• Demonstrating product knowledge to customers, including knowledge of key promotions and offers.

• Providing cover in other areas during periods of holidays and sickness.

• Administration duties, including paperwork for things such as stock counts, product sales etc.

• Approaching customers that may require assistance if you are on the shop floor, or providing a service for customers who ask questions

• Answering calls for various areas of the store, and dealing with them appropriately.

**Volunteering**

For a week in July 2017 I volunteered to work within a bar at Glastonbury Festival. This involved shifts across the weekend of the festival, where I served drinks in a busy bar as part of a team.

*Employment and personal references are available on request*