

**Sophia
James**

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SUPERVISOR

PERSONAL SUMMARY

A reliable, capable and enthusiastic supervisor who is able to take on the management and coordinating duties of any leadership role. Possessing extensive experience of supporting, developing and motivating teams to do better and to drive continuous improvements across a range of work activities. Also having a track record of coming up with practical improvement initiatives which enhance a company's overall effectiveness and harnesses the latent potential of its workers. Currently looking to join a suitable organization that rewards hard work and offers good opportunities for career development.

AREAS OF EXPERTISE

- Leadership skills
- IT skills
- Customer service
- Cost control
- Forward planning
- Communication skills
- Commercially aware
- COSHH awareness
- Time management

CAREER HISTORY

Supervisor 2009 - Present

RETAIL STORE

Responsible for supervising a team and ensuring that duties are completed within strict timeframes. Developing a safe working environment by adhering to all necessary health and safety requirements and legislation.

Duties

- Delegating work duties to individual staff members.
- Deputising in the absence of the management team.
- Approving time records and requests for time off.
- Identifying and evaluating employee training requirements.
- Carrying out staff appraisals, managing performance and disciplining staff.
- Developing, managing and implementing promotions in order to drive sales.
- Monitoring Key Performance Indicators.
- Writing reports for senior management and delivering presentations.

Team Leader 2008 - 2009

DISTRIBUTION COMPANY

Administrative Assistant 2006 - 2008

PRODUCTION COMPANY

KEY SKILLS

- Having a responsible attitude, remaining calm under pressure and possessing superb decision making skills.
- Promoting good work practices.
- Able to build a positive rapport with staff.
- Assigning tasks to staff & clearly explaining how those duties are to be done.
- Discipline staff and when required dismissing them.
- Superb people management skills.
- Carrying out risk assessments.
- Able to introduce new processes to a team and organization.
- Calmly responding to accident and emergency situations.
- Setting goals and objectives for individuals and teams.

ACADEMIC

Nuneaton University 2003 – 06

BA (Hons) Business Administration

Nuneaton South College 2001 – 03

A levels: Math - English - Physics - Geography

TRAINING

Health & Safety Level 1 & 2 - City & Guilds

REFERENCES

Available on request

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