

## Personal Profile

I am an efficient, enthusiastic and approachable individual who is always willing to achieve more than what is expected. I exhibit confidentiality, discretion, tact, diplomacy and professionalism. Possessing a secular background in customer services and volunteer experience in a similar field as well as security. I work well in fast moving environments and under pressure and have good interpersonal and communication skills. I am always willing and ready to learn, to expand my knowledge, to take on new challenges and responsibilities and I always take pride in my work.

## Personal Competencies

- Clean driving license
- Fluent in Portuguese and English, both speaking and writing
- Comprehensive knowledge of Microsoft programs
- Excellent telephone manner and communication skills

## Secular Experience

### Receptionist - Butlins

January 2013 - April 2014

Working with the reception team I undertook secretarial and administrative tasks along with customer services, these roles consisted of duties such as

- Handling and responding to large volumes of inbound calls and handling enquires efficiently
- Issuing visitor passes and guest packs
- Receiving and meeting guests in a professional manner
- Dealing with demanding and difficult guests
- Directing guests around the holiday camp and answering general enquires relating to accommodation

Working within such a busy environment I learnt how to prioritise daily tasks and dealing with guests on a daily basis I became efficient in listening carefully, quickly understanding a person's requirements and finding a suitable solution. I became highly motivated to maintain extraordinary levels of productivity and self-direction, taking personal responsibility for job performance.

I believe working in customer services you become the face of the company, therefore to make every guest's experience a positive one, a smile, being polite, helpful and courteous has an affirmative effect no matter what attitude the guest displayed.

## Volunteer Experience

### IBSA - London

April 2014 - April 2016

As one of Jehovah's Witnesses, I volunteered for IBSA - London branch, working in building services as a janitor and a security guard.

In building services I worked in commercial and office premises along with public areas. I have a knowledge of COSHH procedures, I have used heavy electrical powered scrubbing and polishing machines as well as wet pick up machines. IBSA have very high standards of cleanliness throughout all of their properties, I ensured all areas assigned to my care were maintained to this clean and hygienic standard.

Working as a security guard, it was my responsibility to ensure the safety and welfare of over 800 other volunteers and all properties. The work gave me a knowledge of modern security techniques and practices. It involved both a night and day shift rota, throughout these shifts I would fulfil duties such as

- CCTV Surveillance for all properties in UK and also some outside of the UK
- Access control
- Patrols such as mobile, foot and vehicle access
- Updating and maintaining appropriate security records
- Use of radio equipment
- Responding to an emergency quickly and efficiently in a professional manner
- Responding to alarm activations
- Providing escort duties to volunteers and guests
- Security lock ups to all properties
- Reception duties similar to those described in secular experience.

Since becoming a volunteer I have become highly motivated, being able to adapt quickly to change, work independently and with a team more efficiently and modify behavioural styles and approach in order to achieve the best results I can.

Since moving to Manchester I have been at Cohens Chemist working as a Pharmacy assistant dispenser. This is an important and responsible role, as patients depend on a quick accurate service. My role is to dispense medication from the script, label the script and hand it to the Pharmacist to check. Company Policy is to have customers served, medication dispensed and checked on an average time of three minutes, therefore we have to work well as a team and good communication is vital. Other duties would include:

- Counter assistance
- Taking phone calls
- Handling customer complaints and queries
- Dispensing Prescriptions
- Making sure all delivery orders are sent out on time without medication missing
- Making sure the shop is kept clean tidy and presentable
- Cashing the till and locking up the shop

Since working for Cohens Chemist I have improved on my customer service skills and my ability to work in a high paced and pressured environment, while still maintaining my work at a high standard. My telephone skills have also greatly improved while working in a pharmacy, as we receive many phone calls during the day with a variety of situations to deal with over the phone. Problem solving is also a common part of the day, in which need to be handled professionally, without causing distress to the patients, and quickly so the patient is not left worried or without his or her medication. Having many elderly patients who get very confused over their medication and a lot of the time work themselves into a panic, is it vital that we communicate with them in a calm and clear manner to leave them at ease and deal with their problems as quickly as possible.

### Education

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|                                  |                                  |                            |             |             |                    |
|----------------------------------|----------------------------------|----------------------------|-------------|-------------|--------------------|
| <b>GCSE's</b>                    | Maths - C                        | English - C                | Science - C | History - B | BTEC Sport - Merit |
|                                  | BTEC Resistant Materials - Merit | OCR Level 2 NA ICT - Merit |             |             |                    |
| <b>Skegness Regional College</b> | <b>2011-2013</b>                 |                            |             |             |                    |
|                                  | IMI Level 1& Level 2 Mechanics   |                            |             |             |                    |

### References

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Available upon request