

# Kenya-Rae Francis

Luton, Bedfordshire

• 07502913590 • [Kenyarae99@gmail.com](mailto:Kenyarae99@gmail.com) (Preferred Contact)

## Personal statement

Hardworking and highly motivated individual with the initiative to take on challenges. Adaptable with exceptional interpersonal skills. Proficient at working with learning new skills, and processes, and organized, honest employee with extensive customer service and administration experience. I can apply these skills as well as multi-tasking and time management abilities when working with other colleagues. I am confident in my performance, take great pride in my professional attitude, and am always looking to improve. I have a mixture of solutions and customer-focused ways of working and can critically reflect on tasks and outcomes effectively.

## Education

### **Peterborough College, Peterborough**

*(Feb 2024-Present)*

- Level 5 Diploma in Web Application Development

### **Central Bedfordshire College, Dunstable**

*(March 2020 – April 2020)*

Certificate in Higher Education Level 2:

- Understanding Children and Young Peoples Mental Health Problems - Pass
- Awareness of Mental Health Problems - Pass

### **Cardinal Newman Catholic School (Sixth Form), Luton**

*(September 2016 – June 2018)*

- Health and Social Care Extended Diploma – Distinction Merit
- AS Finance – C

### **Lea Manor High School, Luton, Marsh Farm**

*(September 2014 – June 2016)*

- 7 GCSE, grade A-C, including Maths (C) and English (B)

## Employment History

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### **Online Shopping Assistant. Sainsburys, Clapham, Bedford**

*(July 2023 –December 2023)*

- Picking items for customers' orders, ensuring that items are picked to meet customers' standards.
- Picked items thoroughly and quickly to meet an Items Per Hour (IPH) target.
- Quality checked items, ensuring that they are fresh, sealed (and/or) in working order.
- Organised filled totes into the correct delivery bays.
- Checked over-filled totes to ensure all customers had received the correct items or substitutes.
- Cleaned the Online department room, which included, ensuring handsets were charged. Wiped and put totes away. Prepared trolleys for the next set of shoppers.

### **Warehouse Assistant. IncTablet, Knowhill, Milton Keynes**

*(July 2022 – February 2023)*

- Tested incoming stock I.e., Apple, Android, iPads, tablets, and phones. Recorded information regarding storage, battery health, invoice, faults present and grading of the device.
- Booked all tested devices onto the dashboard.
- Collected incoming stock deliveries, post from Royal Mail and other deliveries.
- Took full count of new stock and cross reference with invoice.

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- Printed branded barcodes for each device, to use and locate when booking in stock/orders.
- Uploaded fully working stock to eBay for purchase.
- Cleaned and organised stock room. As well as spare device parts, broken screens, and faulty motherboards.
- Provided support to the dispatch department; Bagged all packaged orders ready to be collected by the selected courier.

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## **Community Leisure Assistant, Active Luton, Luton**

*(March 2022 – May 2022)*

- Used Legend software to register, upgrade and renew members and memberships.
- Took bookings for women-only sessions. As well as bookings for the HAF (Holiday Activity and Food) camp.
- Planned and delivered fun group sessions during the Easter holiday camp for a variety of ages, abilities, and fitness levels.
- Built positive relationships with the community.
- Motivated and enthused young participants to participate.
- Administration involved first aid, reporting incidences and minimising risks.
- Edited bookings and updated participants' accounts with important information required to keep the young individual safe whilst in attendance at the holiday camp.

## **Online Learning and Subcontractor Administrator, Central Bedfordshire College, Dunstable**

*(March 2020 – October 2021)*

## **Receptionist, Central Bedfordshire College, Dunstable**

*(August 2019 – March 2020)*

## **General Assistant, Sainsbury's Plc, Dunstable**

*(September 2018 – March 2019)*

## **Drink/Dessert Maker and Presenter, McDonald's, Luton**

*(July 2017 – September 2017)*

## **Front of House/ Waitress, Venue Central, Luton**

*(September 2015 – March 2017)*

## **Key Skills**

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- Confidence with using a computer.
- Proficiency in all areas of Microsoft Office.
- Strong listening and communication skills.
- Efficient time management and the ability to multi-task.
- Data handling and Data entry.
- Configuring data into reports.
- Organised, focused, self-motivated and hardworking.
- Confident and proficient in other software. – Unit-E, Legend.
- Flexible and adaptable to approaches, learning new things and people.
- Discretion and confidentiality.
- Records and document management.
- Warm and friendly with the ability to build effective rapport.

**Reference available upon request**

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