

## SUMMARY

I am an enthusiastic and adaptable student who is passionate about delivering excellent customer service. I am currently studying T-Levels in Digital Production, Design, and Development, and I am eager to bring my communication, teamwork, and organizational skills to a dynamic team this Christmas season. I am ready to contribute to creating memorable experiences for customers during this festive period while ensuring high standards and a positive atmosphere.

## EDUCATION

**T-Levels** in Digital Production, Design and Development

*Sep 2023 - Present*

**Notre Dame Catholic College**, Leeds, West Yorkshire

**PREDICTED GRADE:** Merit

**GCSE (A\* - C)**

*Sep 2018 - Jun 2023*

**The Ruth Gorse Academy**, Leeds, West Yorkshire

Graphic Design: 8 Information Technology: Distinction English Literature: 7 English Language: 6 Geography:

6 Maths: 5 Combined Science: 5-5 Spanish: 4

## KEY SKILLS

### Customer Service:

- Volunteering at open days and interacting with the public has equipped me to provide exceptional service, ensuring customers feel welcomed and valued.
- I excel in listening to individual needs, offering assistance, and creating a positive and friendly environment, which is essential for fostering customer satisfaction.

### Communication Skills:

- Developed strong communication abilities through college presentations and public engagement.
- Confident in face-to-face interactions, actively listening, and maintaining eye contact to build trust and rapport with customers.

### Teamwork and Collaboration:

- During my Duke of Edinburgh expedition, I collaborated with peers to overcome challenges, demonstrating my ability to work effectively as part of a team under pressure.
- I understand the importance of supporting colleagues to maintain high standards and ensure smooth operations in a busy setting.

### Adaptability and Energy:

- Through extracurricular activities like fitness and volleyball, I've cultivated flexibility and stamina, enabling me to stay energetic and productive during fast-paced shifts.
- Ready to adapt to varied responsibilities, including organizing events, maintaining cleanliness, and managing customer needs.

### Attention to Detail:

- Great at maintaining high standards of cleanliness and orderliness, ensuring all areas are presentable and inviting for customers.
- Skilled in organizing and monitoring environments to meet expectations and create a positive impression.

## VOLUNTARY WORK EXPERIENCE

### VOLUNTEERING, COLLEGE OPEN DAY

*Oct 2024 - Oct 2024*

**Notre Dame Catholic College**, Leeds, West Yorkshire

#### Responsibilities:

- Informed parents about the mandatory school course in Philosophy, Theology, and Ethics (PTE) and addressed their queries and worked alongside other students and guided visitors around the campus, ensuring they felt comfortable and supported.

#### Skills Developed:

- Communication Skills: My ability to convey information clearly and effectively to diverse audiences.

### VOLUNTEERING, AT LOCAL CHURCH

*Sep 2018 - Mar 2020*

**Word Of Hope Church**, Leeds, West Yorkshire

#### Responsibilities:

- Managed the display of scriptures and hymns during services. Set up and maintained microphones and audio-visual equipment for events. Assisted with various technology-related activities to ensure smooth operation of church services.

#### Skills Developed:

- Technical Skills: Gained hands-on experience in managing and troubleshooting audio-visual equipment. Teamwork and Communication: Improved communication and collaboration skills while working with the church community to deliver successful events.

## **POSITIONS OF RESPONSIBILITY**

### **STUDENT COUNCILLOR, STUDENT LEADERSHIP TEAM**

*Sep 2022 - Jun 2023*

**The Ruth Gorse Academy**, Leeds, West Yorkshire

#### **Responsibilities:**

- Actively communicated with the student body to identify needs, concerns, and feedback regarding school policies and student life. Collaborated with the Student Leadership Team and faculty to present recommendations, ensuring student voices were considered in decision-making.

#### **Skills Developed:**

- Active listening: Developed through talking to students and listening to their concerns. Prioritization: I learned to assess tasks and feedback to determine their urgency and importance, ensuring that critical issues were addressed efficiently.

#### **AVAILABILITY**

- Adaptable to different shift schedules, including evenings and weekends.
- Dedicated to providing assistance during busy periods to meet operational requirements efficiently.

#### **REFERENCES**

Available upon request.