

# Charles Cornfield

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I would confidently describe myself as an incredibly charismatic individual who is able to work in a team seamlessly. I am driven by my intense passion of helping others. By hiring me you will have an employee more than capable of excellence in Customer Service.

## Key Skills

- Teamwork - Have worked as a team member for multiple different organizations such as my UPGS (University of Portsmouth Gaming society) committee and sixth form student council.
- Leadership – Had a leading role in overseeing interorganizational communication for UPGS and arranging charity events for my sixth form student council.
- Customer Service – I have worked in a wide range of different customer service environments such as Birmingham Settlement, Donkey sanctuary and Birmingham Heart Foundation. I understand the importance of good customer service.
- Communication Skills – I'm a capable orator who has given presentations and assemblies for both my sixth form and my university course including topics involving technical language.
- Numeracy – I'm capable of reviewing trends in data effectively and have had to budget resources in the past. I am also capable of basic arithmetic.
- Computer Skills – I'm confident in using computer packages, especially Microsoft office.

## Work Experience & Employment

### *Customer Service Worker, BnM June 2022 – Present*

Responsible for restocking front of store product, cleaning the entrance, operating the cash machine, reorganising stock in the store and assisting customers with Queries. It's important in this environment to remain calm and level-headed to ensure good service even during peak times. It also shows that I provide a good first impression when people walk into the establishment.

### *Assistant, John Taylor Hospice October, 2021 - April 2022*

Involved in restocking shelves, cleaning the store, running the cash machine, steaming clothing, and bringing in donations. Communication skills were crucial as was the ability to work well in a team. It was primarily spent making sure stock was put out and all the shelves were filled with product as was preparing the stock such as steaming clothes or washing up ceramic goods.

### *Assistant, Settlement Shop Birmingham, 2017*

Involved in restocking shelves, cleaning the store, and running the cash machine. In addition to communication skills, good teamwork skills, when necessary, along with handling each individual task given to me. It was primarily spent making sure stock was organized and looking presentable to shoppers which included sweeping outside.

## Volunteering

### *British Heart Foundation 2021 March – October 2021*

Primarily working on the shop floor, aiding customers, and making sure covid-19 guidelines are met. Aiding in setting up and sorting stock along with helping staff arrange stock for summer clothing. I have also

helped in taking in donations. This role requires good teamworking skills, and a capacity to be enthusiastic, kind, and polite to every member of the shop and community. I have also performed overtime for the British heart foundation which shows I'm willing to put extra time in to help when needed of me.

### *Hope Project, 2016*

Involved in looking after and helping the asylum seekers as well as in overseeing an interview with the local team leader about operations there. Team working skills were vital, as was taking on the role of a team leader. Team working skills were needed because we individual members that had their own roles to fill such as a cameraman and an audio technician.

### **Education**

2010 – 2017: John Willmott Secondary School

B in Maths, C in English Language

2017 – 2020: University of Portsmouth; B.Sc. (Hons) in Palaeontology

Overall grade: 3<sup>rd</sup> class

By completing an accredited degree in its entirety, it clearly displays that I can stick to a project for a long degree of time despite any potential difficulties to a high degree of quality.

### *Hobbies and interests*

I have had a lifelong interest in palaeontology since I was young, which manifested into both an extended interest in museum work and speculative evolution. One of my favourite movies is Soul and I enjoy going for walks in the park with my mother and writing/planning stories in my spare time. I listen to a lot of music, but it tends towards rock and electronic music of various types. I am currently designing my own fighting game as it is a genre that I hold near and dear to my heart.

### *References*

<b>Name</b>	<b>Reference Type</b>
<b>Stephanie Langford</b> <b>Manager</b> <b>British Heart Foundation</b>	<b>Work reference</b> <a href="mailto:S89@bhf.org.uk">S89@bhf.org.uk</a> 0121 355 5848
<b>Joannie Goldenberg</b> <b>Former Landlord</b>	<b>Personal reference</b> simon.goldenberg@hotmail.co.uk

*References available on request.*