

Skills based CV

ASHLEY GILL

PERSONAL DETAILS

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PERSONAL PROFILE

Adaptable and ambitious business studies undergraduate with proven customer service skills and an excellent understanding of business finance, keen to take on the daily challenges and rewards of working for Innovate Car Hire.

SKILLS & ACHIEVEMENTS

Business Awareness

- Experience in financial assistant roles in the commercial and voluntary sector with competence in business finance developed abroad.
- Active member of the university business club – winner of the 'Bucks Best Business Pitch' award in 2007 Enterprise Week, judged by Michael Eavis.
- Customer service awareness and skills developed working for Sainsbury's and McDonald's, achieving supervisor status in a short time.

Initiative & Adaptability

Skills headings suggested by the vacancy

- Self-funded an evening course in bookkeeping during first accountancy role with the Cats Protection League to increase my effectiveness at work.
- Successful study and work in Spain and Mexico demonstrate my ability to adapt and thrive in new and different environments.
- Volunteering as an English language tutor and raising money for Diabetes UK during my studies required initiative, dedication and discipline.

Team Working & Leadership

Quantify achievements

- Worked in a small team of 5 at Sainsbury's running a local store and a large financial team of 20 at First Choice taking on a variety of roles.
- Built team spirit as a supervisor at Sainsbury's by ensuring that staff were supported to meet testing team sales targets.
- Planning and coordination role taken in university group assignments - achieved an overall average 70+% grade in group assessments.

Effective Communication

- Strong interpersonal skills developed in customer service roles in retail, library and as a university tour guide.
- Ability to build rapport with customers in a short time evidenced by working as an English language tutor in Spain and Mexico.
- Strong presentation skills and confidence demonstrated by presentations in different languages to groups of 5 to 50.

IT Skills

- Competent with all Microsoft Office applications
- OCR Level 1 & 2 Web Design (MS Frontpage)
- Experienced user of Sageline 100

Languages

- French: Semi-fluent
- Spanish: Fluent

IT & language skills will always be of interest to employers

EDUCATION & QUALIFICATIONS

2003 – 2007	Buckinghamshire Chilterns University College <i>BA International Business Studies with Spanish (2:1)</i> <ul style="list-style-type: none"> • Study semester at The University of Valladolid (Spain) • 6 month work placement in Barcelona • Modules studied included: Business Planning; Sales Promotion and Marketing; Business Operations Management
1995 – 1998	Tonbridge School <i>A-Level: French (C) and Business Studies (B)</i> <i>GCSE: French, A; Maths, B; Spanish, B; Biology, C; Chemistry, C; Physics, C; English, C; Information Technology, C.</i>

WORK HISTORY

2003 – 2007	Buckinghamshire Chilterns University College <i>Campus Librarian (Dec 05 – Jun 06)</i> <i>Tour Guide (Sep 02 – Jan 03)</i>
2006 (Feb – Aug)	Audigest S.A (Barcelona) Audit Assistant
2005 (Jun – Dec)	Sainsbury's Local (Hazelmere) Supervisor
2003 (Jan – Aug)	First Choice Holidays and Flights Ltd (High Wycombe) Financial Assistant
2002 (Jul – Aug)	Cats Protection League (Chalfont) Financial Assistant
2001 (Jan – Dec)	McDonald's (High Wycombe) Crew Member

All the relevant transferable skills from your work history should be on page 1

VOLUNTARY WORK

2006 (Feb – Aug)	Teaching English (Valladolid, Spain)
2002 (Sep – Jan)	Teaching English (Guadalajara, Mexico)

REFERENCES

Available on request

Matthew Briggs

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and showing career
focus

Address: 17 The Grove
Bath
BA2 9RU

Telephone: H: 01225 859 011
M: 07971 336543

E-mail: briggs_m@hotmail.com

Date of Birth: 3rd August, 1984
Nationality: British

Final year bioscientist, with strong analytical and interpersonal skills, seeking a career in production management with a leading pharmaceutical organisation.

SKILLS & ACHIEVEMENTS

Team working

- Experience of working in groups during academic projects including planning, role allocation, co-ordination and commitment. Won AstraZeneca team-working prize for second year academic project.
- Worked effectively with colleagues at St. Georges Hospital pharmacy to understand and co-ordinate their requirements for a new database. The implementation of this database has since reduced administration time by approximately 30%.

Effective communication

- Strong selling and negotiation skills developed through close customer contact in retail and health sector environments. Trained in personal sales, advanced interpersonal skills and customer focus. Recently exceeded personal sales target by 300% during weekend trading.
- Presentation skills and confidence demonstrated during the delivery of tutorials and group presentations at university. Have presented to groups of 5 to 100 and enjoy public speaking.

Initiative

- Researched new sportswear concepts for the store and proposed ideas for event evenings during my weekend position. One idea was translated into an event that raised £400 for a local charity.

Problem solving

- Designed and developed a new database for the pharmacy managing financial, administrative and project information. Researched the latest developments to provide relevant software for the budget.
- Frontline customer roles have taught me to find solutions to customer problems in a calm and efficient manner.

Technical skills

- Fully competent with all Microsoft Office packages and a number of scientific packages. Learning to program in Java and C++.
- Enjoyed consultancy role in understanding client's need for database development and implementation.

Languages

- French – basic spoken.
- German – proficient.

Driving licence full clean for 4 years.

Skills sections are useful if
you are clear about what
the employer wants

Try to quantify
achievements where
possible

EDUCATION

The University of Bath

2001 – 2005

BSc Biological Sciences

Expected grade 2:1

An analytical degree developing research techniques, problem-solving skills and group working.

Project: Identifying possible solutions for CTB transmission - required strong analytical thought to identify prior considerations and contingencies.

College of South West England, Bristol

1999 – 2001

A-levels: Biology (B), Chemistry (B), Business Studies (C)

Farr Wood High School, Bristol

1995 – 1999

GCSEs: 10 GCSEs achieved 4 As, 2 Bs, 4 Cs.

(English and Mathematics – B, B)

EMPLOYMENT

St. Georges Hospital Pharmacy, Bristol

Summer 2003

Voluntary Project – Administration and IT consultancy

Researched, developed and tested a new database for the organisation.

Also provided customer service support and carried out stock maintenance

Frankie's, Bath

2002 – 2004

Sales Consultant - Part time/weekends/vacations

Blue Star Agency, Bristol

1997 – 2003

Various retail, administrative and customer service roles.

Silver service waiting on, stock-filling, packing and filing positions through Blue Star Agency.

POSITIONS OF RESPONSIBILITY

Elected Hall Representative

2004 – 2005

Inducting new students and liaising with staff and students to ensure the smooth running of hall life.

Farr Wood Under 11's Support Coach

Support the coach in motivating, training and co-ordinating this group of enthusiastic footballers.

Ongoing Vacations

INTERESTS

Football - Regularly play with hall team, coaching and watching national games.

REFERENCES

Mr. J. Franks (*Manager*)

Frankie's

High Street

Bath BA4 3PL

Tel: 01225 456 987

Frankies@yahoo.com

Professor F. Rogers (*Tutor*)

Biological Sciences

University of Bath

Bath BA2 3RD

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Even on a skills-based CV, an overview of your responsibilities can help the employer make sense of your experiences to date