

# SHANIA IZABELLA COGLEY

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I am a reliable and responsible person who has a real passion for learning. I approach tasks with great enthusiasm and am willing to work very hard to develop my career skills in any way I can. I can work within a group and as an individual, confidently and professionally. I also love to share ideas with confidence as I feel that there is always room for improvement.

## SKILLS

- Customer Service (5+ years)
- Adobe (Photoshop, Lightroom, Premiere)
- Microsoft (Word, PowerPoint, Excel, Teams, Acrobat Pro, Outlook, OneDrive.)
- IT Knowledge (4+ years)
- Communication
- Vehicle Repair & Paint
- Leadership
- Creativity

## EXPERIENCE

03/2023 – 05/2023

**CUSTOMER SERVICE CONSULTANT (REMOTE),** TSB BANK, BARNWOOD

- Make correct and effective decisions for the company and customers.
- Responsibly handle difficult customers in times of need.
- Professionally have access to private and sensitive customer information.

Reasons for leaving:

Job was not what I expected during training.

01/2022 – 10/2022

**PERSONAL ASSISTANT,** ECOLOGY CONSULTANT, HARDWICKE

- Schedule meetings and manage calendars accurately.
- Professionally create invoices and send them to clients.
- Responsibly have access to personal emails and liaise with clients.

Reasons for leaving:

Seasonal position.

07/2021 – 07/2021

## **DATA ADMINISTRATOR, ECOTRICITY, STROUD**

- Correct any mistakes within customers gas/electric data sheets.
- Professionally create new invoices and emails to customers if needed.

- Gained further experience with Excel and data planning.

Reasons for leaving:

Left position due to issue with recruitment agency.

**04/2021 – 06/2021**

**VEHICLE MASKER, SMH FLEET SOLUTIONS, QUEDGELEY**

- Masked/Unmasked various vehicles efficiently in a timely manner.
- Moved vehicles into spray booths and around forecourt.
- Used various solvents and degreaser to clean panels ready to be sprayed

Reasons for leaving:

No opportunity to grow within the company.

**01/2020 – 03/2020**

**DATA ADMINISTRATOR, ECOTRICITY, STROUD**

- Correct any mistakes within customers gas/electric data sheets.
- Professionally create new invoices and emails to customers if needed.
- Gained further experience with Excel and data planning.

Reasons for leaving:

Lost job due to the first lockdown of Covid 19.

**08/2019 – 11/2019**

**NIGHT STAFF, MORRISONS, GLOUCESTER**

- Stacked shelves within the store quickly and efficiently.
- Rotated stock correctly and professionally.
- Gained skills when using cages and pallet jacks.

Reasons for leaving:

This job role was a temporary placement.

**02/2019 – 03/2019**

**CASHIER, SHELL GARAGE, STROUD**

- Always served customers with enthusiasm and a friendly smile.
- Ensured customers paid for fuel before leaving the forecourt.
- Handled money and debit cards correctly and professionally.

Reasons for leaving:

No opportunity to grow within the company at the time.

**10/2018 – 01/2019**

**BARTENDER, PAM PAM'S NIGHTCLUB, BRISTOL**

- Worked professionally and calmly when dealing with intoxicated customers.
- Gained knowledge of Challenge 25 and enforced confidently.
- Learned to work under pressure and performed proficiently.

Reasons for leaving:

This job role was a temporary placement.

**06/2018 – 07/2018**

**PARCEL SORTER**, ROYAL MAIL, AVONMOUTH

- Stacked shelves within the store quickly and efficiently.
- Rotated stock correctly and professionally.
- Gained skills when using cages and pallet jacks.

Reasons for leaving:

Could not travel after house move.

**04/2017 – 07/2017**

**TILL OPERATOR**, HIGHFIELDS GARDEN WORLD, WHITMINSTER

- Always served customers with enthusiasm and a friendly smile.
- Confidently helped people with their shopping.
- Correctly giving information about the center and where to find products.

Reasons for leaving:

No opportunity to grow within the company at the time.

**01/2016 – 07/2016**

**WAITRESS/BARISTA**, WHITE HORSE PUB, BUCKOVER

- Consistently provided professional, friendly and engaging service.
- Skillfully promoted items on the beverage lists and worked with coffee machines.
- Displayed enthusiasm and knowledge about the restaurant's menu and products.

Reasons for leaving:

Lost job due to an owner change.

## EDUCATION

**2018 - 2019**

**GRAPHIC DESIGN & ILLUSTRATION**, SGS STROUD COLLEGE

I achieved a qualification of a Level 3 Diploma, UAL.

**2016 - 2018**

**VEHICLE BODY REPAIR & PAINT**, MOTOR VEHICLE TECHNOLOGY CENTRE AT PARKWAY

I achieved 2 Level 2 Diploma's, City & Guilds. One in vehicle repair and one in vehicle paint.

**2011 - 2016**

## **GSCE'S, MARLWOOD SECONDARY SCHOOL**

I achieved 3 Grade C's while studying here. These were in Mathematics, English (Literature & Language) and Art.

## **ACTIVITIES**

I did some brief promoting work with Kream Developments in London for charity. I have experience babysitting young children and caring for people with disabilities. I also had unpaid work experience in a Vehicle Body Repair shop in Gloucester. I have experience cleaning houses. For the whole of 2022, I gained voluntary experience in PA work for an Ecology Consultant.