

ALISON CONNELLY
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PERSONAL PROFILE

I am a second year Business Management student at the University of Birmingham. I have developed excellent analytical and leadership skills through my degree, as well as key customer service and communication skills through my part time job at The French Shop. My determination and dedication is highlighted by my achievement of a black belt karate. I am now looking to further develop and use my skills in a year in industry placement, specifically in marketing.

EDUCATION

BSC BUSINESS MANAGEMENT | FIRST YEAR AVERAGE: 68%

SEPTEMBER 2016 - PRESENT

- 1st Year: Principles of Marketing (72%), HR (65%), Analytical Techniques (68%),
- 2nd Year: International Marketing, Consumer Behaviour, Organisational Management.

NUNS MONK SCHOOL, WELWYN, HERTFORDSHIRE AL9 6NN

2012 - 2016

- A level Business Studies, Economics, General studies, Photography (AAAA)
- GCSE Maths, English, Science (AAB), 8 additional GCSEs grade C or above

WORK EXPERIENCE

THE FRENCH SHOP |SALES ASSISTANT/CASHIER

SEPT 2016 - PRESENT

- Serving customers and dealing with their requests.
- Cash handling on the checkout and in the cashing up of tills.
- Dealing with customer queries, customer complaints, and refunds on the Customer Service Desk.

PIES R'US. |BAKERY PRODUCTION/SALES ASSISTANT

SEPT 2000 - 2016

- Stock replenishment and packing pies.
- Conducting quality tests.
- Have to work efficiently and within a team to avoid a back log of stock.
- Serving customers and dealing with their enquiries, orders and requests.

ADDITIONAL SKILLS AND INTERESTS

- Linguistics- can speak confidently in French and Spanish.
- Special Needs Assistant - I have had training during my secondary education, working with children aged between 10-13 years old with learning difficulties.
- Trained for 7 years in karate, qualified as a black belt.
- Sign Language - basic level of sign language.