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A highly motivated and hardworking individual seeking an apprenticeship in the IT industry. Eventual career goal is to become an experienced, fully-qualified software tester with the longer-term aspiration of moving into a software tester role in the gaming industry.

**Key Skills:**

- Excellent communication and customer service skills.
- Able to work efficiently in a team or on my own initiative.
- Able to prioritise a broad range of responsibilities and multi-task whilst working under pressure.
- Computer literate, and determined to learn how to use software that is new to me.
- Self-taught graphic designer doing occasional commissioned work, and self-studying HTML and JavaScript.

**Education and qualifications:**

**Bexley Grammar School**

**(Sept 2009 – 2014) GCSEs:**

English Language	A*	Geography	B
Spanish	A*	Religious Studies	B
Food Technology	A	Classical Civilisation	B
French	A	Biology	B
English Literature	B	Physics	B
Mathematics	B	Chemistry	C

**June 2014 - 2016**      **A Level Results** – English Literature (C), Food Technology (C), Geography (C), Spanish (D)

**25<sup>th</sup> April 2018**      **Introduction to Software Testing** – Completed an online course provided by <https://alison.com/courses> and received a certificate as a result of successfully completing the course assessment. During this course, I had learned the principles behind testing software, why software should be tested and the processes involved in testing throughout the software development life cycle. [Reference to Certification](#)

**Career History:**

**Oct 2013 :**

**The Greenwich & Bexley Community Hospice Shop**

Completed a week of work experience here as a volunteer located in Sidcup High Street (however, no longer exists) and acquired retail skills involving working at the counter using the EPOS system, serving customers and stacking shelves.

**May – August 2017:**

**British Heart Foundation Furniture & Electrical Shop**

Volunteered here as a sales assistant. Duties included:

- Greeting customers and answering general enquiries.
- Organising shop floor, booking in items for sale and tagging items.
- Admin work including entering in Gift Aid forms and online bookings.
- Uploading items for sale on eBay and boxing up various items to be sent off.

I have also received Gift Aid training from this charity, along with general customer service training throughout the period I had been volunteering here.

**24<sup>th</sup> & 25<sup>th</sup> Oct 2017: Stocks Picture Framers**

Completed two days of work experience in Stocks Picture Framers located in Clerkenwell, London, whereby I carried out admin duties, priced up framed pictures ready to be collected, informing clients of framed artwork to be collected, and also learned how to frame a piece of my own artwork professionally.

**13/11/17 – 14/01/18: Card Factory (Sidcup)**

I worked here as a Seasonal Temporary Sales Assistant during the busy Christmas period. Here, I gained very valuable experience in working in a fast-paced, pressured environment. My main tasks during this period included working on the till and serving customers, however, when I had the chance to I would help replenish stock and tidy up the shop. I gained more confidence and knowledge in retail with this job.

**Hobbies/Interests -**

In the future I would like to see myself developing a career in IT, specifically within a role involving software testing as I find this to be rather exciting. I grew up around computers and most of my hobbies involve the use of a computer – I believe this is what motivates me the most to want to be a part of the IT industry. I would also like to learn how to develop my own website – currently, I am self-studying the basic concepts of HTML and JavaScript, and also introducing myself to software testing through uTest. In my free time, I enjoy freelance graphic designing. Additionally, I socialise with my friends whenever possible and enjoy playing various types of videogames.