

Miss Laura Walters

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Education

University (2020)

2:1 bachelor's degree in Sport and Exercise Science from The University of Birmingham

A-level 2016

Subject	Grade
Psychology	A
Sociology	A
English	B

GCSE (2014)

Subject	Grade
English Language	A
English literature	B
Maths	B
Biology	C
Physics	C
Chemistry	B
Psychology	A
Art	C
Geography	B
Food technology	B
Citizenship studies	C
Physical education	D

Sports massage (2019)

At the beginning of 2019 I achieved a qualification in sports massage after completing an intensive course in December 2018, alongside my University studies.

University of Birmingham Coding Bootcamp (Trilogy)

In December 2021 I began a coding bootcamp with the University of Birmingham, in which I am training to be a full-stack developer. Not only am I curating the required

knowledge to build sophisticated web-applications, I am also learning some of the key skills required in a development work environment, such as collaboration and coordination. This is due to the nature of the course, as its structure tends to simulate a work environment, with lots of group work and projects, as well as presentations to display our work.

Employment

December 2021- Present: Apprentice Web Developer

I currently work as an apprentice web developer for the Central Learning Partnership Trust, which is a trust that provides funding and resources for under-performing schools. In this position I work alongside two developers, supporting them with day-to-day tasks such as updating websites via WordPress. Additionally, as part of my apprenticeship, I am also in the process of learning object-oriented PHP, this is with the aim of eventually being able to play a larger role in the building of more complex systems for the trust, such as attendance/behaviour record systems etc.

Sep 2021- November 2021: TUI UK & Ireland- Contact Centre Advisor

In this position I worked as a pre-travel advisor, helping TUI customers with their holiday bookings, making amendments and giving travel advice. Having learnt numerous complex systems used by the company, I am able to assist customers with queries, navigating a large quantity of information, in order to correctly advise customers.

Oct 2020- Sep 2021: Willenhall Gym- Receptionist

I previously worked as a receptionist at Willenhall Gym, this role required me to call upon the customer service experience I have gained in my previous roles when dealing with member queries, in addition to this I was tasked with administrative work, including signing up members and updating their details in the complex membership system used by the company, as well as setting up direct debit payment methods and organising contracts. In this role I was also tasked with opening and closing duties and was trusted as a keyholder of the business. This job has also been very beneficial in the development of my interpersonal skills, as it was expected of me to build a rapport with current and potential members in order to help sustain and increase membership sales. Due to my university education and sports massage qualification, members would often come to me for advice regarding movement mechanics and injury management. Additionally in this position I also assisted with the management of social media accounts, this included creating content and advertisements for things such as events, products and equipment.

2018-2020: Holland and Barrett- Sales advisor

From October 2018, I was employed as a part time sales advisor with Holland and Barrett, although I would regularly work overtime when I was not studying. This role required me to become extensively familiar with the many products sold by the company, by completing a total of 5 educational courses. These courses have provided me with the necessary knowledge to give valuable and safe advice with confidence to customers in need of it. I am able to guide customers, who are experiencing a range of symptoms to a viable solution, which may not always necessarily be a product, but simply a recommendation for how symptoms may be dealt with in the home. I always seek to give the most accurate and relevant advice so that customers receive the best service possible, and if I am not able to advise on a certain problem, I always ensure to direct them to another possible source, that being a pharmacist or a doctor, who may be more able to deal with their query.

2016-2018: Little Dessert Shop- Artisan

My first job, beginning in September 2016, was as an Artisan in the kitchen of the Little Dessert Shop Wednesfield, where I was first tasked with working in a high pressure, fast-paced kitchen environment. Team and communication skills were vital in this role. As I became more experienced, I was tasked with serving customers at the front of house and over the phone taking delivery orders, in addition to completing my share of kitchen tasks. I was trusted as a key holder and often with lone-trading for the first hour of each shift, which helped to consolidate my confidence in the role, and in my ability to work independently. This job was beneficial for improving my leadership and communication skills, as I very often had to lead the kitchen team for a few hours at a time, coordinating tasks so that orders could be sent out efficiently.

Academic research

In the third year of my degree, for my dissertation project, I was tasked with compiling a large amount of data that had been pre-emptively gathered by the Norfolk Diabetes Prevention Study. After becoming familiarised with the various data that we had access to, I chose my own aims appropriately, with the intention of using the accessible data to investigate certain hypotheses. A large portion of our work on this involved compiling the data into an SPSS data set until it was in a state which could be analysed efficiently. This process involved moving datasets of interest into a single SPSS dataset, range checking the variables and coding for certain things such as missing values.

We also had to construct numerous new variables from the existing data, including mean scores for affective evaluation of physical activity and diet at various time points sourced from raw questionnaire data.

Changes in all variables over time were accounted for by using baseline measures as a control when inputting a variable at a certain time-point into the analysis.