

Charlotte Harland Curriculum Vitae

Personal statement

I am a contentious and hardworking individual with a passion for solving complex problems and tackling difficult challenges. My intrinsic motivation to produce high quality work and take pride in my responsibilities resulted in me being able to achieve high grades throughout my degree and being offered a temporary programming job for my university, while I was studying. This also meant that, after my first week of training in my warehouse job for DHL, I was transferred to the quality compliance department for a more complex role with higher responsibilities and after a couple of months I was given 3 people to train and lead whilst also learning from and assisting colleagues in the roles above me.

Whilst I am quite mathematically minded, I am also a very practical person who enjoys physical work and collaborating with others. I have been able to exercise this in several paid and voluntary positions, from planning and managing events at my university, to being a part of a team of police officers during my service with the Metropolitan Police.

Amongst the main skills I gained during my time as a Police Constable, I was able to really refine my ability to remain calm and operate well under pressure during challenging situations and in fast paced environments. Having to communicate confidently whilst continually assessing and managing risk also enabled me to become even more comfortable with being adaptable and flexible at work.

Between graduating from Hertfordshire University and starting with the Metropolitan Police, I worked in a DHL warehouse, completing audits on M&S clothing being received into one of their largest clothing and home products distribution centres. The role required my colleagues and I to work at a fast pace, handling and organising the many boxes coming to our work station, in order to keep the flow of inbound stock to the rest of the warehouse, whilst maintaining keen attention to detail and completing thorough quality checks on the products. I also had opportunities to gain experience with some complex uses of programs such as Excel, Access and JDA software, helping manage and maintain large amounts of information and records. I thoroughly enjoyed facing new challenges each day, working hard for the success of the team and building great friendships with my colleagues.

Qualifications

BSc (Hons) Physics [First Class 89% overall]

- Year one (**First Class [86%]**)
- Year two (**First Class [89.5%]**)
- Year three (**First class [89%]**)

A-Levels

- Physics (**A**)
- Chemistry (**A**)
- Maths (**B**)

Other certifications

Metropolitan Police Service (MPS)

- Level 3 Certificate in Knowledge of Policing (SFJ Awards)
- Completed MPS Emergency Life Saving course
- Completed MPS Officer Safety Training course

Level 2 Award in Food Safety in Catering

- Passed on 19-02-2016
- Passed on 17-06-2019

Code Institute

- 5 Day Coding Challenge

Education

2016-2019 University of Hertfordshire

Studying physics to degree level gave me the opportunity to further develop my analytical, research and mathematical skills. I was also able to gain significant experience in programming, report writing and practical applications of science. Alongside my studies I also volunteered for two years as an Events Coordinator, for the Christian Union (CU), which enabled me to gain further skills in leadership, organisation and communication within a large team as I presented ideas to the committee in our meetings and set the vision to the rest of the CU. This role also involved liaising with the university to manage the use of rooms and equipment and completing risk assessment forms and external speakers for the events. Outside of my academic and other responsibilities, I was also a part of the Athletic Union, in the Climbing Society, during my second year. Due to my clean coding style and that I had always looked for ways to improve my projects beyond what we were being taught in my programming module, I was offered a temporary job by the university. At the end of my degree I was awarded a University Prize for Outstanding Performance on the Physics Programme.

2013-2015 Uxbridge College

Presented an Achievement Award in 2015 upon completing A-levels.

2009-2013 Home Education

Employment & Volunteering

Sep 2020 – Aug 2021: Metropolitan Police Service - Police Constable – Full Time

My time in the Metropolitan Police Service comprised of 5 months of classroom based and practical training and 7 months of service out on my borough. During my service I had amazing opportunities to develop my confidence when talking with people and taking control of and calming down situations where there were a lot of emotional people to manage and keep safe. I've also found that the time I spent having to be hypervigilant and able to assess and manage risks at a fast pace enabled me to be a more adaptable person. While on an attachment with one of the detective teams, they recognised my attention to detail and investigative mindset when I was able to assist and provide helpful solutions for several jobs; **for example, suggesting a way that I could track down a particular exhibit which I thought could be helpful in an interview we had to conduct. I was able to successfully find the exhibit, which ended up providing the pivotal moment in the interview.** The combination of the very physical, high adrenaline side of the job and the amount of paperwork which had to be sufficiently detailed, accurate and structured to potentially hold up in court, helped me round my skills and fully appreciate how essential a good working relationship with my team was. Being exposed to such extreme levels of vulnerability, gave me a very humbling insight into and anew compassion for the quality of life that some people live in.

Working a variety of shifts; earlies, lates, days and nights gave me an appreciation for ...

Oct 2019 – Aug 2020: DHL Warehouse Operative – Full Time Job

After completing my degree, I decided to take time to gain further work experience before settling in a career and started out as a Clothing Picker for DHL at one of Marks and Spencer's largest clothing and home products distribution warehouses, which was in its first few months of opening fully. Due to my previous experience and performance during my training week, the Inventory department transferred me to working in Compliance Auditing within my first couple of weeks. I was excited to take the new role as completing the quality checks, on inbound products, involved a high attention to detail and there were new problems to solve each day, such as investigating a quality issue for a particular style of clothing, or updating and putting together the audit paperwork for last minute trailer arrivals/cancellations. Working alternating weeks of early (6am-2pm) and late shifts (2-10pm), handling boxes weighing upwards of 10kg and walking around the warehouse everyday meant the job was very physical, which I really enjoyed. Most days were very busy, requiring my colleague and I to work both fast and accurately to complete the workload on our shift and after a couple of months I was given the responsibility of training and leading 3 people on the job. At the same time, I was also learning from and assisting two of my colleagues working as Desk Controllers, creating schedules and paperwork from various programs, updating and managing spreadsheets and

preparing reports to be sent to M&S. After being furloughed for a couple of months I worked closely with my management team to help ease the pressure on our department as we adjusted with the changing lockdown rules. In my last couple of months, I acted as an assistant manager and was trusted with extra responsibilities, such as delegating priority tasks to my colleagues and completing quality compliance reports for M&S.

Oct 2018 – Sep 2019: UH Student Ambassador – Part-time Job

In this job, I was driven to further develop my communication and leadership abilities as my role included leading campus and accommodation tours during several University Open Days. The nature and flexibility of the role was also been a fantastic opportunity to get to know and work with different teams, across a variety of jobs within the role, from telemarketing to assisting in mock assessment days.

Feb 2018 – May 2018: Programmer – Temp Job

I had the privilege of writing a Python program for the administrators of my University's School of Physics, Astronomy and Maths.

Feb 2017 – Apr 2019: UH CU Events Coordinator – Volunteering

In this role I was responsible for planning and running the Christian Union's regular events throughout the academic year and leading the Events Week team in putting on a large, impactful week of events, in both years.

Dec 2015 – Oct 2019: Warehouse Demonstration Services (WDS) – Part-time Job

During my gap year and my time at University, I worked part time as a demonstrator for WDS in Hayes Costco. My role involved advertising and demonstrating how to prepare certain products sold by Costco. As well as gaining further experience of a full working day, this job gave me opportunities to handle difficult customers and situations and push myself to achieve high sales, while maintaining integrity and a friendly nature.

Oct 2015 – Aug 2016: Crown Church Charity – Volunteering Gap Year

During my gap year I chose to volunteer with my church on their IMPACT program. My year primarily included; leading teams and planning/running events, operating the audio/visual technology for main services and Student events, playing guitar/piano regularly in the main Sunday band and populating the Church's song database online.

Aug 2015 – Oct 2015: Office Admin – Temp Job

This temporary job consisted of 6 paid weeks as the office administrator for my church, Crown Church Hillingdon.

Interests

Music

Music is a very important part of my life and helps me to express my creative side, which in turn I feel really helped me with my academic studies and the things I work on and study in my free time. During my home educated years I took the opportunity to teach myself, and my youngest brother, piano as well as building on what I had learnt from my dad about guitar. As well as playing instruments, I also love being able to create music in my music production software, primarily as a hobby, but I've also been able to produce some songs which were used by my parent's church youth group and one for a stop animation video I made for one of my university societies.

Climbing

I thoroughly enjoy indoor rock climbing as well as mountain climbing and hiking. During my last years at uni and since graduating I've trained at indoor climbing gyms both as a form of exercise and as social hobby. I've made many mountain hiking trips around the UK as well as climbing in Madeira, Sicily and even been on a 7-day, self-guided backpacking trip across The Dolomites in northern Italy, with my aunt.

Programming

After being introduced to programming in Python at university, I fell in love with the problem-solving nature of it and was fascinated by how powerful and efficient even my simplest programs could be. My passion continued after university and I began to teach myself new programming languages from online videos, courses and apps to work on my own projects.