**Helena Smith**

07748410268

H.M.Smith@winchester.ac.uk

8 Windrush Close,

Riverdene

Basingstoke

Hampshire

RG21 4BY

A good team player, but also constructively independent . Knowledgeable and commonsensical, with an ability to converse easily with the general public.

**Experience**

**Heart Fm**

Fareham

**Heart Angel** June 2011 - Present

Part of the marketing/street team for Heart South Coast

attending events and places across Hampshire promoting

the station.

**Vodafone Ltd**

Basingstoke October 2010 – Present.

**Sales Advisor**

New contracts and customer service, dealing with a

range of situations on a daily basis.

Currently studying for a NVQ.

Always hit targets.

**Heart Fm**

Fareham September 2010

**Work experience**

One week’s work experience at Heart South Coast

Working particularly with the sales team and news team.

**Whittard of Chelsea**

Winchester October 2009 – October 2010

**Sales Assistant**

Part time worker, often did overtime.

Diploma of Excellence in tea, coffee and ceramics.

Particular jobs included decorating window displays, weighing out coffee and

making tasters for customers.

**Sherborne School for Boys** July 2009 – August 2009

Sherborne

**Cleaner**

Various daily responsibilities including hovering and dusting.

Helped prepare rooms for beginning of new term

**Woolworths PLC**

Sherborne

**Sales Advisor** August 2006 – October 2008

Long work experience – 2 and a half years

In charge of the entertainment department one day a week.

Employee of the month award

**Dorset County Council**

Dorchester

**Media Communications Assistant** January 2007 – February 2007

2 week work experience

Assisting staff in dealing with the newspaper reports of the Napoli disaster

**Bath Travel**

Sherborne

**Travel Agents Assistant** May 2005 – May 2005

2 weeks work experience

Dealing with the filing system per every customer, booking flights for customers

**Skills and achievements**

1. Have done work experience at Heart Fm in Fareham, 2CR Fm in Bournemouth, and worked as a Heart Angel
2. Have successfully completed a Research Apprenticeship Programme at University alongside my lecturer, in media research.
3. One years studying History at degree level.
4. Diploma of Excellence from Whittard of Chelsea and currently studying for an NVQ at Vodafone
5. Loyal team member - member of 3 school bands, have danced since I was 4 years old
6. Assisted in creating an advertising campaign for ‘distractions whilst driving’ for a local radio station
7. Active member of various performing arts societies at University.
8. Can speak German
9. Good at spelling and grammar
10. Can use the Internet and most computer systems.

**Education**

2008 – 2011

**The University of Winchester** Winchester

BA (Hons) Media Studies

Upper Second Class Degree.

2001 – 2008

**The Gryphon School** Sherborne

GCSEs, AS and A Levels

11 GCSEs, 1 AS Level, 3 A Levels

Award for Contribution to Music

**Training**

NVQ in Customer Service at Vodafone.

WRAP (Winchester Research Apprenticeship Programme) completed with various skills obtained.

**References**

Available on request.