

## **Tia McMillan**

I am a very confident hard-working person who always strives to achieve the best. My personal skills include excellent communication skills, both speaking and listening, excellent leadership skills but also work very well in teams. I adapt very successfully to new environments and situations. I would consider myself an exceptional people person and would attempt any task given. I feel I would be perfect for any job I apply for as I'm not only outgoing but always strive for success and adapt easily in new situations. I am a positive and friendly individual with a passion for ensuring customers receive the highest quality customer service. I've been working since the age of 14 and I believe it has given me a greater work ethic than most. I am looking for a job role I can develop my career, in which I have opportunities for progression.

### **Achievements**

#### **University of Bolton**

Certificate in Education 14+

#### **Manchester Metropolitan University (2018-2021)**

BA (Hons) Business Management with Business Law

#### **Burnley College (2016-2018)**

I left Burnley college with three A-levels in 2018, a B in citizenship, a C in economics and a C in politics.

#### **Unity College (2011-2016)**

GCSES courses I took whilst attending Unity College are:

Math -B

English -B

Biology-C

Physics-B

Chemistry-B

Business studies -C

Art textiles -C

History -C

### **Work experience**

#### **Sales assistant, Pandora**

October 2018- May 2021

I've worked as a sales assistant at the international jewellery shop Pandora. The role required me to sell to customers' needs and resolve complaints. I provided an experience to customer to ensure they received the highest quality of customer service. In my role my performance was measured against key performance indexes in which I consistently exceeded. The job has enabled me to become confident in a both formal and informal manner and allowing me to work in various working environments. Working at Pandora has allowed me to have an insight into such a big company with so many different needs requiring to be fulfilled. I believe this job has allowed me to have the basis to adapt to any job role and succeed in any environment. The aspect in which I enjoyed the most during my time at Pandora was working with people and customers and building relationships, that keeps customers returning time and time again.

**Teacher of Economics and Business, Burnley College**

August 2022-Current

My current job role is a Teacher of Economics and Business at Burnley College. My role requires me to provide an excellent learning experience to students, developing their academic and personal skills. The aspect in which I enjoy the most in my role is I can see the students' journey and see individuals grow in their confidence both in and out of the classroom. My communication skills are advancing every day in my role and allowing me to understand how individuals work and respond to one another. As a teacher I have developed my skills of thinking outside of the box to provide the best experience for students in the classroom and I am constantly receiving feedback allowing me to develop my various skills.

**Skills**

- Microsoft office
- Personable customer service
- Communication skills
- Microsoft excel