

# Nicholas Junior Moyo

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## Objective, Skills & Abilities

I have a strong work ethic and am a diligent, self-assured, and trustworthy individual. I consistently ensure that any assignment I am given is completed to the highest standards. I thrive both working independently and as a valuable team member. With excellent communication and interpersonal skills, I naturally engage with people and deliver exceptional customer service. I am seeking to leverage my university-acquired skills and hands-on experience in a dynamic role where I can contribute to achieving organisational goals and further develop my capabilities through ongoing training and development opportunities. I am eager to participate in any additional training offered to enhance my performance and contribute even more effectively to the team.

## Experience

### Sales and Stock Assistant - Lush Cosmetics

[November 2019 - February 2020] (Seasonal)

I've learned how to manage the tills, aid customers with selection and sales, organise stocks and keep an eye on stock levels. In addition, I've been in charge of stock management, product organisation, and storage within the store. I've learned how to be internally motivated and resilient in challenging conditions thanks to my seasonal employment. I've also improved my ability to assess customer needs, provide product recommendations, and provide excellent customer service.

### Team Member - Greggs

[May 2021 - July 2024]

During my duration at Greggs, I had to greet and assist customers, ensuring exemplary customer service. There were a plethora of things I had developed at my time there for example, boosting my team working skills, by working alongside multiple team members to boost sales goals per transaction with engaging communication. I consistently displayed the brand's ethos of "fast and friendly services," which helped build strong customer relationships, ensure repeat business, and fostered a positive shopping experience. Additionally, I honed my problem-solving skills by addressing customer concerns promptly and effectively, further contributing to customer satisfaction and loyalty.

### Claims Handler - JF Law

[February 2023 - June 2023]

As a claims handler, I was responsible for receiving and processing insurance claims. I would communicate with customers to gather information about their claim, investigate the claim to determine its validity, and make decisions about how to proceed based on the terms of the policy. During my time there, I had acquired excellent communication skills, both written and verbal, as you would be working with customers and colleagues on a daily basis. I would also work well under pressure, as I would be dealing with a high volume of claims on a regular basis. In addition, I have strong problem-solving and decision-making skills, as I would be responsible for evaluating claims and determining how to proceed. I would tend to analyse information quickly and accurately, and make decisions that are fair and in line with policy terms.

## Education

The Co-operative Academy of Manchester - **GCSE**

Maths	4	IT	A
Dual Science	55	Geography	4
English Language	6	Photography	8
English Literature	5	Drama	5
Citizenship	6		

Xaverian College - **A-Levels**

Law	A
Sociology	B
Media Studies	B