

Lauren Vowles

Clayton-le-Woods, Chorley
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Personal Profile

I am enthusiastic, hardworking, punctual, honest, and conscientious. I communicate well with people of all ages and work well in a group or on my own.

I am dependable and reliable and always strive to complete tasks to the best of my ability. I am approachable and willing to help with any problem or situation to provide support where needed.

Barista, Costa Coffee

April 2024 to present

Foreign Currency Advisor, Eurochange

Bury, Millgate Shopping Centre

October 2017 - February 2024

- Fully engaging with customers to ascertain their FX and mortgage needs, delivering a fantastic customer experience.
- Promoting eurochange and NM Money products to customers in-branch and over the phone tailoring to the individual needs of each customer, ensuring a positive contribution to the branch's profitability.
- Processing all transactions efficiently and accurately, avoiding any discrepancies that may result in a financial loss to the business.
- Taking full ownership of the branch, with the ability to work independently at all times, ensuring the highest level of professionalism.
- Internal training course in accurately identifying yellow and white gold to the appropriate carat. Using extensive knowledge as well as carrying out a chemical analysis to determine the purity of the gold items, provided by the customer.
- Making sure that AML (anti-money laundering) procedures are followed correctly with every transaction, being able to identify suspicious transactions then forwarding to higher management and compliance if needed.
- Ensuring all monies provided are legal tender and making sure there are no fake or outmoded notes.
- Providing training and support to new starters to enable them to carry out their duties to the high standards as required by the company.

Reason for leaving: Relocated to Chorley

Catering Assistant, Aroma Coffee Shop

University Hospital Llandough, Cardiff and Vale UHB

April 2016 – July 2017

Main Responsibilities

- To describe current promotions and new products
- To make sure I was approachable and friendly to all customers
- To comply with health, safety, and hygiene guidelines and regulations

Reason for leaving: Relocated to Manchester

Retail Assistant, Spar

University Hospital Llandough, Cardiff and Vale UHB

April 2016 – July 2017

Main Responsibilities

- To provide a high level of service to customers from counters and till points
- To Operate the tills and card machines following financial instructions and procedures
- To communicate effectively with all customers, responding to all queries.

Reason for leaving: Relocated to Manchester

Facilities Assistant

University Hospital Llandough, Cardiff and Vale UHB

December 2015 – April 2016

Education

I completed my GCSEs at Stanwell School, Penarth, Vale of Glamorgan, Summer 2014 and attained the following GCSE qualifications:

| Subjects | Maths | English | I.T | R.E | Child Development | Drama | Food Technology |
|----------|-------|---------|-----|-----|-------------------|-------|-----------------|
| Grades | C | C,B | C | B | B | B | C |

I then went on to undertake A-Levels at AS grade I attained the following grades:

| Subjects | Grades |
|------------------------|--------|
| Health and Social Care | D |
| Media Studies | D |
| ICT | C |

References available on request