**Academic Qualifications**

**A-Levels/BTECs – Smeltings Sixth Form College – 2019**

Level 2 Engineering NVQ

Level 3 Engineering BTEC - D\*DD

Mathematics A-Level (C), Graphics (D)

**GCSE’s - Smeltings Secondary School – 2017**

Maths (6), English (5), Science (5), IT (4), History (8), Geography (4), Art & Design (3), German (4)

**Key Skills**

* Good knowledge of the trade, including safety and products
* Health and safety trained
* Excellent IT & technical skills
* Good communicator and easy to get along with
* Natural talent for hands-on work
* Punctual with a keen eye for detail
* Eager to learn

**Work Experience**

**September 2017 – present Smeltings Shop and Café**

**Customer Assistant**

Working in a busy shop and café supporting front of house staff to ensure everyone had a positive experience

**Responsibilities:**

* Interacting with customers over the phone, via email and in person
* Supporting manager in cleaning the shop and café to ensure high standards
* Supporting events by providing ad-hoc support when needed
* Handling money when customers purchased items
* Checking cutlery and tables were in line with hygiene standards throughout the day

**Achievements:**

* Employee of the year
* 9/10 customer satisfaction rate

**Interests**

* Member of college debating society
* Member of college IET Formula 24+
* Passion for photography and owner of ‘D Dursley Photgraphy’ facebook page which got 1000+ likes in 1 year
* Member of local football and cricket teams

**References**

Available on request.