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Module: BMSW4005 Professional Career Development

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Title: Professional career development report

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1.0 Introduction

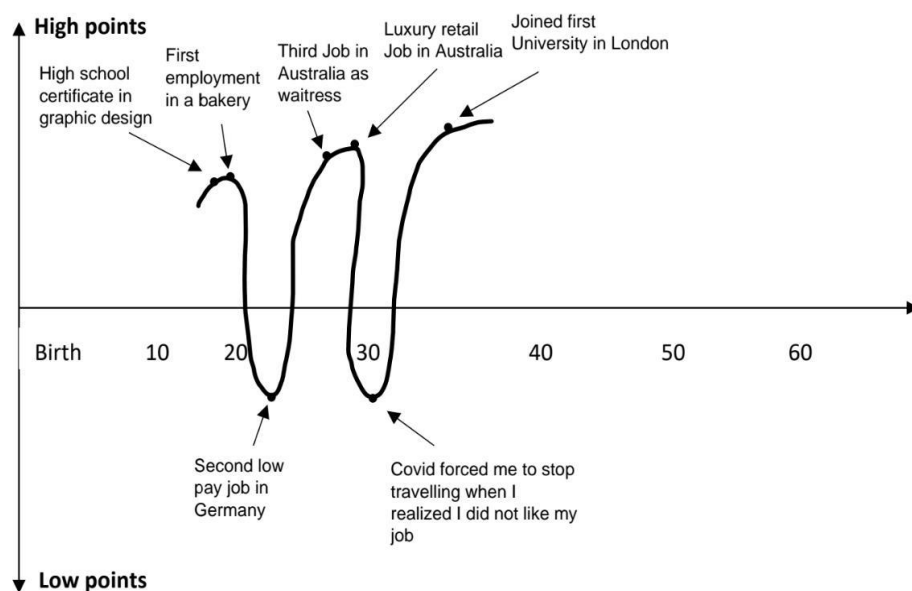
“Professional development” is the process of enhancing personal skills to improve or change occupational status (Indeed, 2021).

With the purpose of professional development, this module is helping me as a student to focus on my skills, weaknesses, goals, and plans, analysing possible unexpected events which may delay or stop me from achieving my objectives.

This assessment aims to address several aspects related to professional development starting from the awareness of personal objectives, strengths, and weaknesses to the professional career plan. For this report, I used the lifeline exercise, in addition to SMART goals setting, personal SWOT analysis and Job application form (indeed, 2022).

2.0 Lifeline

My name is Paola and I have been working in different countries for 15 years gaining various skills and developing my professional career. During this time, I never thought about the relationship between my choices and the events that happened in my life. When I discovered the lifeline exercise (Fig.1), which is a tool that shows bad and good events that influenced personal choices (Open university, 2022), I found that made me reflect upon actions taken (stop travel), that affected my decisions (joining university). It also made me aware of possible consequences that might present again in future in similar situations.



Lifeline (Fig. 1)

3.0 Learning styles

In the first lesson of this module, I took a test about the learning style which helps me in deciding how I will achieve my goals, and how I will approach different tasks and guided me in selecting or improving my career (Career advice,2019).

Discovering the result (Attachment 1), I felt it was real even though the preferred learning style does not guarantee that learning will be effective or maximised because there is no scientific evidence that following the preferred learning style will enhance the actual learning (Kirschner, 2017). Studying the topic more in-depth I realised that there are other learning styles (Attachment 3) relating to mine such as “reading and writing style” (taking notes and reading them) or “kinesthetic” (practical activities). For example, during the online lessons, I took a few practical activities where I understood different topics by writing, reading, listening, and doing practice with my lecturer and classmates. I have then realised that personally, it depends on the type of task I want to accomplish or the topic I want to study because we store information in accord to the meaning (Marshik, 2015).

4.0 Self-motivation

In the second week of this term, I took a test in class, about self-motivation (Attachment 4) and I studied some theories related to this topic. For example, Frederick Taylor’s theory (Kulesza, Weaver and Friedman 2011) states that money is the only motivation for employees because they do not enjoy working, and they tend to decrease efficiency, so they need to be monitored and be paid based on their productivity. I found this situation when I worked for Amazon where employees received a high salary and followed standard rules to enhance production. However, I left the job after a few months because I feel money is not the only motivation an employee and me, personally, have. Another theory is “Maslow’s hierarchy of needs” (1943) which defines humans’ needs by dividing them into five stages (Attachment 5). I realised that after having my physiological and safety needs satisfied, I am more concerned with gaining other needs that motivate my behaviour. I feel my motivation relates to “Maslow’s pyramid” (Cadiat, Pichère, and Probert, 2015) because I want to be a part of a group (designers), and then have the self-esteem to be able to afford what I like (travels) and lastly self-actualisation (teach and give back what I received). Evaluating my needs, I feel motivated to progress in my personal life and career, becoming a graphic designer and in the future, teaching design.

5.0 Careers ambitions and aspiration (PDP)

I always wanted to study design and I found, the PDP (personal development plan) tool, which is a written document used to focus on and assess the priorities to develop within the personal career (Beausaert, Segers, and Gijsselaers, 2011), can aid in evaluating my plan. This can help me to progress and concentrate ensuring to succeed in whatever I want to achieve, considering all the possible obstacles and organised a detailed plan (Fig.2) which helps me to calculate how long will it take to develop my skills, obtain a bachelor's degree, and achieve my objectives. To move forward, I need to know that the skills required to realise my plan are always met. I also assessed some issues that might delay or interfered with my plan in case they will occur. This plan is specific and detailed to visualise what I need to do, remembering any steps of the actions that need to be taken to grow professionally.

PERSONAL DEVELOPMENT PLAN (PDP)

SKILLS	How Will I get them?	What resources or support will I need?	What can prevent me from achieving my goals?	How long should it take ?
• Design skills • Communication skills • Computer skills • Media skills • Problem solving skills • Creative skills	• University degree • Personal study • Courses • Internships • Work and travel	• Financial resources • Time • Strong portfolio • Personal website • Job experiences	• Family issues • Government laws	• 3 years at least

Fig. 2

5.1 Employment goals (SMART, self-evaluation, and review)

The SMART goal setting is a tool used to focus on personal objectives, that must be specific measurables, achievable, realistic, and adjusted in a time frame (Janabergenova, 2021). I used this tool (Fig. 3) to set my goals, and plan what I need, in order to achieve them. I am planning to become a graphic designer in a reasonable time (4 years) during which I will try to obtain a job as a graphic designer apprentice and keep studying in my own time, practising as much as I can to develop my skills.

S	M	A	R	T
• BA (Hons) in graphic design • Study and work as apprentice in graphic design • Take some extra courses in photography and advertising • Build a portfolio	• One bachelor's degree • One course in photography • One online course in advertising	Study and apply for apprenticeship in graphic design and between university holidays, gain new knowledge in photography and advertising	I am applying already for graphic design Ba, and I am taking a Photography course this will help me in developing new skills and start achieving my goal.	In 4 years, time

Fig. 3

5.2 SWOT analysis (What employers want)

S	W	O	T
• Organizational skills • Communication skills • Creative skills • Sales skills • Software knowledge (Adobe Illustrator and Adobe Photoshop)	• Not deep knowledge about graphic design • Not enough qualification/ experiences • Being perfectionist	• Obtain my degree in graphic design • Improve my academic and employability skills • Open my own company • Advertise myself • Improve my designing and photography skills	• Not being accepted in graphic design University • Financial problems • Competition

Fig. 4

According to Cottrell (2021), there are certain skills requested by most organisations such as “have great attention to detail, be trustworthy, be a quick learner, have good listening and communication skills, be a team player, be able to take initiative (creative skills), be positive and flexible”.

During this module, I elaborated on my personal SWOT (Fig. 4) analysis (Strengths, weaknesses, opportunities, and threats) which is essential in personal development because the awareness of required skills to achieve goals can help in individuals’ improvements (Mindtools, 2022). Also, the consciousness of personal weaknesses that stop going further with personal plans, will prevent a possible unsucccess.

6.0 Recruitment and selection

Recruitment is the process of selecting the right candidate for an open job position. This does not involve only the employer in finding a proper candidate, but also the employee in researching the organization to evaluate and consider if the job may be suitable (CIPD, 2021). The recruitment process can be internal (hiring from the existing employees within the organization) and external (agency workers and external applicants) and it is divided into a few stages (Acas, 2019):

Identify and determine what the company needs to fulfil, define the job role, create a job description, advertise the open position, review the applications, select the potential candidates, schedule interviews, select the right candidate, and offer the job.

6.1 Job description and employment legislation

The job description (Attachment 7) is a document which states: the job title, company details, location of the job, the application deadline, salary, length of the job offer, key tasks of the job, level of experience, skills (soft and hard), education level, qualification(s) and/or language(s) required, work shift, availability needed and details about how to apply. During the process of employment, the requirements must be included as well as an advertising campaign to attract possible candidates which is the main purpose of the job description as well as defining the role (Acas, 2019).

Furthermore, it is essential to include the employment legislation to encourage any talent in applying for a job position and to avoid discrimination. For instance, the job description must follow the equality act 2010 which replaces the anti-discrimination law, summarising age, disability, gender reassignment, maternity, race, religion and belief, sex, and sexual orientation in a single act to make it easier to understand (CIPD, 2022). I think that it is very important to not allow

personal judgement to affect the decision, for example, potential employees must hire individuals regardless of their provenience. There must be equal opportunities in recruitment as well as equal rights and obligations (Attachment 6).

When the rights and obligations are not being followed, the employer or the employee can take actions such as dealing with disciplinary issues within the organisation and if an agreement is not established, they can both refer to the employment Act 2008 and Employment Tribunals (Constitution and Rules of Procedure) (Amendment) Regulations 2008 (Gov.uk, 2021).

6.2 Advertise and review applications

Some companies advertise the job offer on online platforms (LinkedIn, Facebook, Indeed.com, government websites etc), other companies advertise the job position in newspapers, HR agencies, or at the business location where potential candidates will drop the CV by hand and may have the chance to talk directly with the employer. I find “LinkedIn” very useful to create connections with employees and individuals with similar job roles and interests and I also, found “Indeed.com” very easy to use. In the past 15 years, I received most of my job offers from these two online platforms.

All applications should remain confidential between those individuals involved in the recruitment process. Businesses will search for keywords within the cv or presentation letter to match the potential candidate to the job role. Most businesses use modern software such as the “applicant tracking system” (ATS) that scans a cv to evaluate if the candidate meets the employers’ requirements (Zoho,2022).

6.3 Job interview

The interview is a conversation (in the presence or online) between potential employers (or representative of an employer) and job applicants where different questions will be asked (Attachment 9) to assess if the candidate is suitable for the job position offered and fit with the company’s culture (Evans-Brain and Neugebauer, 2016).

Before the interview, potential employees should do some research about common questions, read the best answers to tough questions, and company history, and plan the possible answers. Different techniques help to give good answers, for example, the STAR technique (situation, task, action, and result) where a candidate listens and prepares to answer by describing a situation, explaining the task involved, the action(s) taken to complete the task and show the result of the achievement (Indeed.com, 2021).

During the interview both employee and employer must avoid common mistakes (Slade and Sergeant, 2018) such as asking too many focused questions, late arrival, interrupting the individual's conversation, not mapping the interview as a start or do not ask for clarification when a question is not clear or has been misunderstood.

In week 10th of this module, I had the opportunity to interview my classmate Roxana where I felt I did possess the knowledge to conduct it professionally, but I was worried to forget to follow some of the stages. As an employer, I asked various questions (Attachment 8) to understand if Roxana could be a great fit as a barista supervisor. However, for timing reasons, I did not ask further questions (Attachment 8). For example, question 7 to see if there was any concern about my CV's experience where I could give more clarification and more information about what they were looking for and that was not included on my CV.

6.4 CV and application form

In this era, finding a job is a challenge and the selection is very competitive because a higher qualification is required by most employers (Morrison, 2020). Consequently, it is essential to understand how a cv should look and what should be included to have more chances in the selection process. Mainly two formats are requested in the application procedure:

Application forms are official documents where a potential employee asked structured questions to collect the information needed more easily and systematically (Attachment 10). Contact information such as qualifications, education, employment history, references and availability need to be included.

Cvs ("curriculum vitae" meaning "course of life") or resumes (CV summary) are documents that highlight the professional career path including all the personal information about education, employment, skills, references, and all the personal relevant employee's background details (Attachment 11) Here a candidate has the full control of what is wanted to show (Bright and Winter 2014) and it important to match the job description with the job application in order to be selected.

7.0 Conclusion

Today, with the progression of technology and the competitive market, the employment environment, requests more specialised skills, so it is essential to stay up to date to support the organisations managing the change and become more appealing to businesses. Consequently, some techniques and tools can help in viewing what are the requirements to achieve personal goals and improve a professional career.

Not being able to visualise the plan and the reasons behind personal decisions can create negative effects in life such as damaging a career, repeating the same mistakes, and not growing. I do believe that there will be often issues that will stop achieving personal long term or short-term goals but being aware of them and preparing a written plan specifying what I want to achieve and what I need to do or own to reach it, will help me in having a clear vision of my future and my possibilities.

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9.0 Attachments

Attachment 1

Home | Contact Us | About Us | Site Map

STUDENTS PARENTS COUNSELORS

What's Your Learning Style? The Results

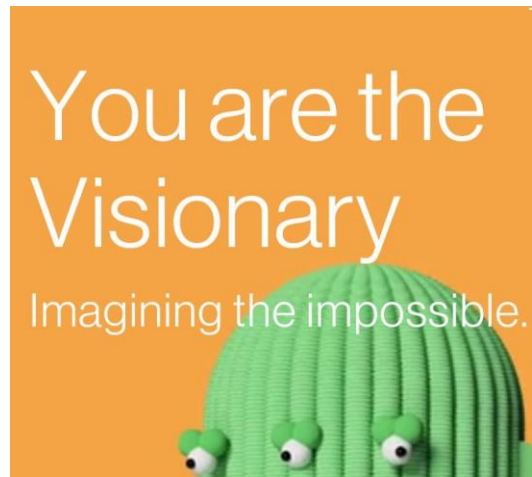
Your Scores:

- Auditory: 30%
- Visual: 35%
- Tactile: 35%

You are a **Visual/Tactile** learner! Check out the information below, or [view all of the learning styles](#).

Visual

Attachment 2



Attachment 3

Learning is the ability to encode process and store information, how an individual prefers to do this is known as a “preferred learning style”.

There are three main learning styles:



AUDITORY: THE AUDITORY LEARNER UNDERSTANDS AND REMEMBERS THINGS BY HEARING AND STORING INFORMATION BY HOW THEY SOUND.



VISUAL: THE VISUAL LEARNER LEARNS BY THE READING OR THE VIEW OF PICTURES



TACTICAL: THE TACTICAL LEARNER ACKNOWLEDGES INFORMATION BY TOUCHING, BUILDING, OR DOING PROJECTS.

Attachment 4

**Your Score is
53**

**Create a Login
to Save Your
Results...**

44-60

Wonderful! You get things done, and you don't let anything stand in your way. You make a conscious effort to stay self-motivated, and you spend significant time and effort on setting goals and acting to achieve those goals. You attract and inspire others with your success. Treasure this - and be aware that not everyone is as self-motivated as you are! (Read [below](#) for more.)

Attachment 5

MASLOW HIERARCHY OF NEEDS

self-actualization (self-improvement, appreciation of life)

self-esteem (want to be someone, have confidence)

love and belongings (family, friends or feel part of a society)

safety, (own a house, money etc)

physiological needs (breath, drink, eating and sleep)

Attachment 6 (RIGHTS AND OBLIGATIONS)

EMPLOYER OBLIGATIONS may include the payment to the employee, assignment of work, trustworthy and confidential treatment, health and safety regulations, grievances dealing and data protection (Data Protection Act 2018). For example, informing an employee about the length and the personal information storage within the company.

EMPLOYEES OBLIGATIONS involve the respect of the working hours and dress code, the notification of the absences or late arrivals and in some cases issue some proofs (long sickness), not taking bribes or stealing company's money or properties, perform following the instruction issued and reporting misconduct of other employees.

EMPLOYER RIGHTS include the determination of the job role and requirements following the equality act 2010, the request for hard work, and the decision policies and procedures.

EMPLOYEES RIGHTS cover the payslip issue, the allowance of sick, redundancy or maternity, paternity pay, the respect of the equality act 2010 to avoid any discrimination and/or harassment, the guaranteed health and safety environment (health and safety at work Act 1974), the entitlement to time off or annual leave and the protection against unfair dismissal.

DISMISSAL

DISMISSAL is the termination of a contract with or without notice and can be fair or unfair.

FAIR when a fixed-term contract ends and is not renovated, or when an employee leaves, with or without notice when they are allowed to do so.

UNFAIR dismissal occurs when there are no good reasons to terminate the contract. For example, when an employee refuses to do overtime (not explicit in the job contract) or asks for maternity, paternity, and adoption leave.

Attachment 7 (JOB DESCRIPTION)

Apprentice graphic designer at MandarinK Ltd- Birmingham

Salary: £200 per week

Duration 15 months

Advert closing date 19/05/2022

MandarinK Design Ltd is looking for an Apprentice Graphic Designer to assist the Marketing Team in generate creative ideas for our new expanding business. We operate in an innovative and fun atmosphere where people are happy to work and collaborate in exciting designing projects. We offer a training where you'll have the ability to develop your skill and learn the latest designing software.

Job description

- Follow projects' needs and deadlines
- Generate and develop creative ideas for new or existing branding campaigns
- Supporting the marketing department with branding and advertising
- Explain and ensure customers are always update with the designing information
- Edit products photography and control quality images
- Assist the designing team for print and online (packaging, brochures, leaflets, logos etc)
- Use of design software (InDesign, Photoshop, Illustrator, Acrobat)

Personal description

- Previous graphic design experience/knowledge desirable
- Excellent communication skills
- Passion for design
- Be creative and enthusiastic with the ability to work in team and independently
- Exceptional attention to detail
- Commitment to complete the training of the apprenticeship

You will complete your apprenticeship with a recognised qualification and an attractive industry experience with various opportunities for personal development.

Your training will include

- Learning the process behind graphic design
- Brand identity
- Editorial design
- Content creator and developer
- Illustration and animation
- Video making and editing

Diversity and inclusion

MandarinK Ltd and its employees have a strict duty under the Equality Act 2010, not to be discriminatory in their treatment of colleagues and customers, based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

If you are from a minority background, we encourage you to apply.

If you would like to be consider under the disability scheme (GIS) please fill the form on our online application.

Job Types: Part-time, Apprenticeship

Schedule:

- 5 hours shift
- Monday to Friday

About the Company

Company: MandarinK Ltd

Company Location: Birmingham

Attachment 8

1 JOB TITLE

Barista supervisor

2, 3 and 4 QUESTIONS, TYPE of questions, REASONS for choosing these questions

1 Tell me about yourself - Open ended question

(To know if personal life and work experience is connected to the job role and to know a bit more about personal skills and qualifications)

2 How well do you perform under pressure? Could you give me an example where you had a stressful situation and how you dealt with it? - Behavioural question

(Hospitality environments can be very stressful and I need to know how Roxana can manage it)

3 How would you encourage your team member to select you as a team leader? – Probing question

(I would like to know if Roxana has communication, motivation and leadership, skills essential for the supervisor position. Also, evaluating if she is trustworthy for the employees)

4 What would you do when a customer is angry or not happy about the quality of the food? - Hypothetical question

(In the hospitality environments complaints are very common and I would like to know if Roxana will be able to deal with it)

5 How did you find out about this job vacancy? I see that you live in Luton area, how would you deal with the commuting? - Probing question

(Many people apply for this job only because they want a casual job and I want to know if Roxana is passionate about the job and committed)

6 How would you handle a conflict between workers? - Hypothetical question

(I would like to know if Roxana has listening and problem-solving skills to become supervisor and if she is able to give constructive solutions)

Question to ask at the end of the interview to the employee (Roxana)

7 Is any reason why I would not get this job?

(I wanted to ask this question because once I know I could maybe handle it)

Attachment 9

TYPES OF QUESTIONS

Open-ended questions to give candidates the freedom to elaborate as many details as they want, expressing thoughts, views and opinions and receiving unexpected answers that helps employers to evaluate more information (“Tell me more about yourself”).

Probing questions asked to compare or find out more about an information exploring it in depth or to clarify unclear answers.

Closed questions are made to extrapolate a specific detail, for example asking, “how long did you work in this industry?” or “are you able to work weekends?” (If a company required weekend staff).

Leading questions where the interviewer wants the interviewee answer in a specific way or to verify assumptions, to know for example, if the employee connect to the company’s values “Do you agree that the customers feedbacks are very important in this industry?”.

Hypothetical questions are constructed to test if the employee possess problem solving skills and evaluate the ability to answer promptly and effectively and see the possible fitting within the company’s culture.

Behavioural questions are asked to view the past behaviour in the workplace to help in predicting the employee future actions.

Fig. 3

Attachment 10

9. JOB APPLICATION FORM

Application for apprentice graphic designer

Your details

Name: Paola Moraca

Education and training

Please give details:

- Graphic design skills and knowledge
- Photography competence
- Customer service experience
- Management education
- Leadership and team working ability

Qualifications

Please give details:

- LIFETIME COLLEGE Diploma of leadership and management 2017,
- Australia C. CANIANA COLLEGE Cert. III Graphic design 2003-2007, Italy

Employment history

Your current or most recent employer

Name of employer: Up&Running

Job title: Sale assistant

Length of time with employer: 5 months

Reason for leaving: current job

Duties:

- Providing a friendly and welcoming environment
- Offer an excellent customer service
- Dealing with customer enquiries and complaints
- Process all customer transactions using our point-of-sale software
- Using our gait analysis software to advise customers and recommend appropriate footwear for their running style

Previous employers

Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

Parcel sorter/Packer AMAZON and MHI (Bristol, United Kingdom) Nov. 2020 – Oct. 2021

- Team working skills
- Organising skills
- Object oriented skills
- Communication skills

Cleaner BT Building (Glasgow, Scotland) April – August 2020

- Punctuality
- Reliability

Sales advisor WARREN JAMES (Glasgow, United Kingdom) Oct. 2019 – March 2020

- Customer service skills
- Listening skills

E-gaming host GROSVENOR CASINO (Birmingham, United Kingdom) March - September 2019

- Interpersonal skills
- Computer literacy
- Positive attitude

Picker-Packer DAWSON'S FARM (Alexandra – Tauranga, New Zealand) January 2018 - Feb 2019

- Flexibility and open to changes
- Ability to remain calm in stressful situations
- Concentration skills

Sales assistant PAUL CARROLL (Perth, Western Australia) May - December 2017

- Selling skills
- High standards customer service skills
- Customer-focused mindset

Sales associate PETER SHEPPARD (Melbourne, Victoria) October 2016 - April 2017

- Ability to deal with customers queries and complaints

- Immaculate presentation

Farm hand GALATI, ARENA, AUSSIE ORCHARDS (Mareeba, Queensland) January - July 2016

- Adaptability skills
- Team working skills

Sales assistant EISCAFE MALIBU (Berlin, Germany) October 2014 to October 2015

- Ability to work under pressure
- Friendliness
- Problem-solving skills

Store manager ITALO TRESOLDI Bakery (Bergamo, Italy) May 2008 to August 2014

- Logistic and management skills
- Public speaking skills
- Deep knowledge in products and inventory

Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

Dear Sir/Madam,

My name is Paola Moraca, and I am writing you regarding a full-time job listed on your website. I would like to express my interest in the position as apprentice graphic designer opened at your branch in Birmingham.

I have been working mainly as sales assistant for 14 years and travelled for the past seven years where I worked with a variety of People with different backgrounds and had the chance to gain many skills in different environments. Solid experience in manual jobs for many Companies, gave me the chance to refine my abilities and taught me how to be

adaptable and flexible in any situation.

As a hardworking person who has a proven history of exceeding performance expectations, during my fourteen years of customer service experience, I learned how to communicate a client's story, brand, and ideas with different customers. I have always been curious about acquiring new design knowledge, going through the process of ideas, researching new materials, and creating interesting details for a product.

I love drawing cartoons, taking photos of my travel, learning about products shape, colours, and layout. Furthermore, I believe there is room for improvement, and having the opportunity to work as apprentice for your Company, could give me the knowledge I need to grow within my career.

I am a very creative person, who has a keen eye for details and has a strong passion for design. While I was travelling, I continued to study and practice, adding photography as one of my passions. Moreover, I obtained a basic understanding of photo editing, using some Adobe programs, such as Lightroom and Photoshop. I am currently studying at Birmingham University in Graphic design to develop my knowledge and skills.

Now I want to get to the next step, where I can build my career using my drawing, design, and photography skills. With the intention to achieve my goals, I need to continue my education and achieve a bachelor's Degree. I chose to apply for apprentice graphic designer for your Company, as I read you give employees a great training they need, you do have a variety of departments and projects, that make me feel enthusiastic to take part of it. This makes me believe your Company, would be the best place, giving me the right training and to develop my skills.

If I will get the chance to join your team, I will bring my problem-solving, sales, communication and team working skills plus my positive attitude.

I have enclosed my resume which details my skills and experiences. Any further questions, please do not hesitate to contact me at time that is convenient to you.

Thank you for taking time and consideration, I look forward to the opportunity of an interview to discuss my application further. I will be happy to answer any questions you may have.

Sincerely,

Paola Moraca

Right to work in the UK

Do you need a work permit to work in the UK? Yes / No

References

Please give the names and contact details of 2 people who we can ask to give you a reference. We may ask them before an employment offer is made. We will not ask your current employer until we get your permission.

Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: Paola Moraca

Signature:

Date:

Attachment 11

CONTACTS

 moracapaola@hotmail.com

 com

 +44 7436267781

EDUCATION



University of Wales Trinity Saint David, London, UK (2021-2022)
Certificate of higher education in skills for the workplace

Lifetime College, Australia (2017)
Diploma in leadership and management

C. Caniana College, Italy (2003-2006)
Cert. III Graphic design

LANGUAGES

Italian: Native speaker

English: C1

German: B2

SOCIAL MEDIA



<https://www.linkedin.com/in/paola-moraca90/>

PAOLA MORACA

CUSTOMER SERVICE SPECIALIST

ABOUT ME

Senior sales assistant with fifteen years of experience in different job roles around the world. Record of my professional performance, managing small team groups and optimising sales. I am a very determined and organised person who is willing to accept new challenges. I am currently studying communication design at Birmingham University, and I am always curious to gain new skills and knowledge.

JOB EXPERIENCES

SALES ASSISTANT, Up&Running (Reading, United Kingdom)

October 2021 - Current

- Assisting customers in finding the right shoes related to their running style using the most modern gait analysis software
- Dealing with customers' enquiries and complains
- Providing welcoming environments for customers and visitors
- Processing customer transactions using the Point of Sales Software

PARCEL SORTER, MHI and AMAZON (Bristol, United Kingdom)

November 2020 – September 2021

- Staging, receiving, and sorting parcels into the relevant postcode
- Scanning parcels and feeding lines
- Resorting miss sorts
- Packing and labelling books

CLEANER, BT Building (Glasgow, United Kingdom)

April 2020 – August 2020

- Cleaning offices
- Dusting desks and mopping floors
- Sanitising touchpoints

SALES ADVISOR, Warren James (Glasgow, United Kingdom)

October 2019 – March 2020

- Assisting customers in their selection and purchase of fine jewellery accessories
- Listening to customers, understanding their needs and price ranges
- Maximising sales and always providing outstanding customer service

SKILLS

- Communication
- Team working
- Problem-solving
- Leadership
- Positive attitude
- Adaptability and flexibility
- Strong work ethic
- Positive attitude
- Creativity

COMPUTER SKILLS

- Microsoft Office
- Adobe Photoshop
- Adobe Illustrator
- Adobe Lightroom
- InDesign

HOBBIES

- Design
- Photography
- Running (Marathons)
- Bodybuilding

E-GAMING HOST, Grosvenor casino (Birmingham, United Kingdom)

March 2019 – September 2019

- Meeting and greeting customers
- Monitoring and recording E-gaming play
- Helping customers to facilitate their play
- Answering phone calls and emails

PICKER-PACKER, Dawson's Farm (Alexandra and Tauranga, New Zealand)

January 2018 – February 2019

- Packing and checking the quality of fresh fruits
- Tidying my area

SALES ASSISTANT, Paul Carroll (Perth, Western Australia)

May 2017 – December 2017

- Selling shoes, bags and care products for men and woman
- Ensuring the customer service is at the highest standard
- Managing reservations and cancellations
- Opening and closing the cash register
- Checking and replying to emails and voice mails

SALES ASSOCIATE, Peter Sheppard (Melbourne, Australia)

January 2016 – April 2017

- Welcoming customers into the store
- Helping customers in finding the right shoes according to their needs
- Make sure each customer leaves the store satisfied
- Dealing with customers' queries and complaints

SALES ASSISTANT, Eiscafe Malibu (Berlin, Germany)

October 2014 – October 2015

- Managing money, regular monitoring, and optimisation of sales
- Keeping the store tidy at all times

STORE MANAGER, Tresoldi Bakery (Bergamo, Italy)

May 2008 – August 2014

- Making and selling fresh food products
- Controlling and managing stock
- Serving customers and answering phone calls
- Designing windows