

# Building your Personal Brand for Sustainable Employment

## E-Portfolio on Evidence of Learning

(BMTP5014)

By Caitlin Morgan



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# Caitlin Morgan

Over the years I have had numerous jobs ranging from an Indian to being a general assistant at a multi-billion pound retail store. Understanding customers' needs and wants from the store. My knowledge of working in six different departments of the store is wide. I have the training to know how to deal with customer complaints to dealing with realigning the clothing section. But it is all dealing with the customers. I have skills working in a hotel, dealing with customers paying for luxury and different experiences. Understanding the cleaning, tableware, and rota routines.

## Work History -

2018 - Worked in a cafe (bir's drive-by) during summer holidays -

- Gain confidence in communicating with customers.
- Learn how a small business was run by a family.
- Many shifts are due to not having enough staff.

2018 - Worked in a hotel/restaurant (strady park hotel)

- I worked in the Front of house and Bar department.
- Have the knowledge to understand a customer's needs and wants.
- Demand for certain service standards.

2019 - current - A job at Tesco as they offered me a flexible contract as a General Assistant.

- Advise customers on what product is on the shop floor and where they would find the product.
- Regular customers as I have learned to know them one by one.
- I have excellent customer service this is due to the excessive training we have to undertake.
- Multi-skilled.
- Understanding of how to deal with complaints in the correct manner.

## Education -

2018/09 - 2021/05 - Studied Travel, Tourism, and sport, Levels 2 and 3. College sir Gar, Pibwryd.

2021/ 09 - current date - BA & Dip HE International Travel and Tourism Management degree.

University of Wales Trinity Saint David, Swansea.

## Languages

I am a fluent Welsh speaker and I speak English.

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## Linkedin:

[www.linkedin.com/in/caitlin-morgan-418746253](https://www.linkedin.com/in/caitlin-morgan-418746253)

## Skills

Communication: to all my colleagues.

Adjusting: to different roles in the workplace.

Positive mindset: the way to be positive is to think happy.

Teamwork skills: Helping people out and knowing when to step in.

## Achievements

2018 - 2020:

- Coleg Sir Gar I was a student ambassador and a Class representative. Liaised well with all my peers and lecturers during that duration of time.
- Worked on multiple events in Parc y Scarlets whilst I was in college.
- Worked on an open day in Carmarthen and in Swansea university promoting the college.

2018 - 2022:

- I have worked at Tesco where I am multi-skilled in six different departments of the store.

2019 -

- I passed my driving test.

2021 -

- I passed wine training at a level one standard.
- Worked on an event in Ffos las.

2022 -

- I had the best experience working in the Marriott at Twickenham Stadium on a match day.

## E-cv Script -

Hi, my name is Caitlin Morgan. I am a fluent welsh speaker. I am currently studying international travel and tourism management at university. I also have a part-time job working at Tesco. To get where I am today I have had to push myself and always look at the positive. I would say I am a big character to have! I am a very hard-working individual and will thrive at whatever I do. I am positive and will turn any negative energy into positive energy. I am super friendly, I could talk to anyone for hours.

The three different jobs and the experience I have, have taught me many skills such as how to react when a customer hasn't received the service they came for, customer service. I still work at Tesco and I currently work/trained in 7 different departments. Time management as I worked three jobs, studied full-time in college, and tried to have a social life. I managed it well.

I know from my Cv it shows I have had a lot of different experiences but I want to carry on learning and try to become the best version of myself. I would like to think that this job would give me the opportunity to expand and learn to my best abilities.

## Link to my E-Cv

<https://youtu.be/YtPxQOD3IDc>

## Linked in profile -

<https://www.linkedin.com/in/caitlin-morgan-418746253/>

The screenshot shows the LinkedIn profile of Caitlin Morgan. The header includes the LinkedIn logo, a search bar, and navigation icons for Home, My Network, Jobs, Messaging, Notifications (39), Me, and Work. The profile banner is a sunset over water. The profile picture shows Caitlin Morgan. The name 'Caitlin Morgan' is displayed, followed by 'Student at University of Wales Trinity Saint David' and 'Llanelli, Wales, United Kingdom · Contact info'. There is a '1 connection' badge and buttons for 'Open to', 'Add profile section', and 'More'. The 'Suggested for you' section shows two prompts: 'Let's complete your info for University of Wales Trinity Saint David' and 'What would you like your headline to say about you?'. The 'Analytics' section shows '3 profile views' and '2 search appearances'. The 'People you may know' section lists four suggestions: Musa G., William Booth, Rachael Smart, and Jessica L., each with a 'Connect' button. A 'See who's hiring on LinkedIn' banner is also visible.

