

Contact details are up-to-date and the term-time address is being used

Dai Verma

The objective (optional) is short and relevant, introducing the reader to what the applicant is looking for

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Second year Criminology student at the University of Southampton skilled in customer service, communication and teamwork through extensive work experience. Looking to develop current customer service skills and brand communication. Applying for the position of Sales Assistant at SuperDry.

Relevant work experience features above education

Relevant Work Experience

Apr 2019 – present

Bartender and Server, Turtle Bay

Southampton, UK

- Able to deliver a high standard of customer service by serving customers food and drink in a busy restaurant
- Strong attention to detail and communication skills by working with the team to ensure customers are served quickly and accurately at peak times
- Maintain enthusiasm and energy levels throughout the shift in order to build team moral and demonstrate a positive brand image
- Responsible for training new team members and their supervision when working the same section
- Good level of numeracy skills and trust with managers by taking on the additional responsibility of cashing up and organising till-floats when necessary

Summer 2018

Customer Service Adviser, Vodafone

Southampton, UK

- Provided high levels of telephone customer service, improved listening and verbal communication skills
- Trained in resolving customer complaints, ability to express empathy when talking to distressed customers
- Used initiative and negotiation skills when speaking to customers wanting to leave Vodafone to convince them to remain a customer. This resulted in outstanding feedback from management
- Learnt policies and procedures quickly in order to fulfil the role duties

The applicant is focussing more on their transferable and customer facing skills

June 2017 – Jun 2018

Sales Assistant, Selfridges

Birmingham, UK

- Gained a strong understanding of brand communication and upheld the values of Selfridges
- Prepared the visual merchandising for the shop floor according to marketing guidelines

Volunteering

Summer 2016

Dog Walker, RSPCA

- Received animal safety training
- Demonstrated high levels of responsibility and safety when working with the dogs
- Gained an understanding of animal handling and socialising

If you have any volunteering or positions of responsibility, you may want to include this

Think about the transferable skills gained from your degree

Education

Sept 2019 – present **BA Hons Criminology** **University of Southampton**

- Increasing verbal and writing communication skills through delivering individual and group peer presentations and written assignments
- Negotiation and critical thinking skills developed through constructing academic arguments
- Continuously improving time management and organisational skills when balancing part-time work and university

2017 - 2019 **Bourneville School and Sixth Form** **Birmingham, UK**

A-Levels: Law (A), English (B), Sociology (B)
AS-Level: Business Studies (C), Psychology (B)
GCSEs: 10 at A-C grade including Maths, Science and French

Interests and Languages

- Member of Surge radio station
- Play intermural football weekly for the Criminology department
- Conversational level in French and Arabic

Additional Information

- Level 2 Food Hygiene Certificate
- Full clean driving licence
- Self-taught Java, HTML and C++

References

Ms Judy Sheindlin Course Leader University of Southampton Criminology Department, Bld 58 Southampton SO17 1BJ J.Judy@Soton.ac.uk	Mr Keith Graham Manager – Turtle Bay 1 Guildhall Square Southampton SO14 7FP K.Graham@turtlebay.couk
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Summarise your education in a short and concise way

Include your references on part-time CV for the ease of the employer