

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

Flat 123, Portswood Avenue  
Southampton, SO17 1BJ

07712345678

[Dai.Verma@gmail.com](mailto:Dai.Verma@gmail.com)

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 2014 – 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 2013**

**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 2010 – Aug 2013**

**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 2015**

**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 2014 – 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

2012 - 2014

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

Summarise your education in a short and concise way

## 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++

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

## 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