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## Work History

### Retail Management, Superdrug Stores, Jan '05 - Present

Working within management required a number of varied skills;

#### **Recruitment**

- Managing filing systems for employee records, collating relevant personal data.
- Organising and attending recruitment days, interviewing potential candidates, arranging and completing induction days.

#### **Human Resources**

- Assisting the HR manager for the South West area.
- Conducting and leading meetings, taking accurate minutes, ensuring communication channels are timely and clear.
- Handling sensitive corporate and personal data, ensuring that information is provided with appropriate discretion to head office.
- Training retail managers in all areas of HR, such as long term absences, grievances, and disciplinaries.

#### **Teamwork and Leadership**

- Managing teams of up to 17 staff members and developing them to progress with the company.
- Delegating, managing, and motivating the team to achieve corporate and store-defined goals.
- Leading by example, while remaining a proud part of, and working closely with, the team to drive up the social capital shared between its members.

## **Customer Service**

- Communicating with internal and external stakeholders to ensure the smooth running of all aspects of the business.
- Provided one-to-one knowledge share with team members to dramatically improve customer service ratings – for example, increasing a previous Mystery Shopper score from 44% to 85% within a quarter.

## **Commercial Awareness**

- Analyzing store data in relation to company and industry-wide trends to manage and improve areas to increase revenue.
- Reviewing the efforts of our competitors in the industry to identify and exploit gaps in the marketplace.

## **Sales Manager, 3 Concessions, Aug '04 - Jan '05**

Managing a concession within a Superdrug store selling mobile telephones, including: meeting sales expectations, demonstrating products, and some team management elements. I quickly made my mark and was rapidly headhunted to join the Superdrug team.

## **Retail Manager, Kwik Save, Nov '02 - Jul '04**

Starting out as a Sales Assistant, I became Deputy Manager within my first year. During this time I completed my NVQ qualification and became Store Manager in my final year there.

## **Skills**

- Strong leader, team player.
- Good time-keeper, clear communicator, fast learner, adaptable to new situations.
- Proficient with Microsoft Office, iWork, and G Suite.
- 40 WPM typing speed.
- Quick learner of custom CMS and database systems.
- Intermediate-level user of SketchUp.

## **Interests**

I am an avid reader of fiction, specifically romance and fantasy. Particular favorites' include Louisa May Alcott and Jeaniene Frost. These authors were part of the inspiration for me to try my hand at creative writing, which is another of my passions. I also enjoy traditional drawing and playing Chess.

## **Education and Qualifications**

- BA Open Degree (Honours), The Open University, upper second (2:1)

I initially studied a wide variety of modules to give me a well-rounded appreciation of the arts, later focusing on writing and design. Modules included;

- Advanced Creative Writing
  - Innovation: Designing for Change
  - Design Essentials
  - Design Thinking: Creativity for the 21st Century
  - Exploring Art and Visual Culture
  - Discovering Psychology
  - Andante: Beginners Italian
  - Science Starts Here
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- AS Psychology, Weston College in Weston-Super-Mare
  - Retail NVQ Level 2, Kwik Save Stores in Bristol
  - GNVQ Business Studies, Chippenham College in Chippenham
  - GCSEs, Sheldon School in Chippenham, 11 between C and D including Maths and English
  - Full UK Driving License

## Endorsements & References

Available upon request