

ALISON THORPE

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Education

2017–present University of Abingdon, BA in modern history. 2.1 in first year exams

- Gave regular well-received ten-minute presentations to seminar group on study topics
- 15,000 word dissertation on the impact of economic policy on Latin American politics developed research and analytic skills (2.1)

2010–2017 John Redmond High School, Ipswich

A levels: History (A), English (A), French (B)

GSEs: 10 A and A* grades including maths and English

Work experience

2018 (June–September) Retail assistant, Waterstones bookshop, Ipswich

- Won Employee of the Month award for outstanding customer service
- Deputised for the department manager. Resolved problems such as customer complaints and colleagues' difficulties with retail systems
- Trained and supported two new members of staff on how to use the retail point of sale, cash management and order management systems
- Was trusted to cash up tills and log daily takings using the cash management system
- Dealt with customer enquiries in person and over the phone, strengthening client facing skills, commercial awareness and product knowledge

2017–2018 (October–April) Waitress, The Winery, Abingdon

- Applied tact, diplomacy and judgement in situations such as: asking for proof of age; responding to complaints; managing incidents such as disputes between customers
- Liaised with kitchen staff to cover food orders as well as serving at the bar, so multitasking was essential. Made sure customers were served quickly at busy times

2017 (June–September) Telesales, Eastern Electricity, Ipswich

- Honed telephone communication skills in a pressurised business environment
- Exceeded personal sales target by 10%. Achieved this by refusing to be discouraged by rejection and making a higher number of calls than the average for the team
- Proposed the introduction of a mentoring scheme for new starters and some revisions to the standard sales script. Both ideas were implemented

2016 (June–September) Retail assistant, WH Smith, Stowmarket

- Had to be flexible, worked shifts at short notice

Volunteering achievements

2018–present Secretary of Abingdon University History Society

- Worked with the society's committee to brainstorm, agree and act on a plan to reverse a decline in membership of the society. Increased membership by 5%
- Promoted the society using social networking. Engaged with students using the society's Facebook page, blog, website and Twitter feed
- Organised management committee meetings. Wrote and circulated agendas and meeting notes. Kept committee members up to date with progress on our plan

2017–present Contributor to local and student publications

- Wrote monthly music review column for student newspaper, *Abingdon Student*
- Used initiative, news sense and understanding of interests of different audiences to pitch proposals and place articles in three local publications

2017 (September–April) Fundraiser for Abingdon University Snowboarding Society

- Persuaded local branch of the sports shop White Sports to sponsor the Snowboarding Society's Easter trip to France by providing kit
- Placed a photo story about the society's French trip in two local newspapers. This positive publicity secured White Sports' ongoing support

2014–2017 School prefect and form captain

- Contributed to the school's anti-bullying policy by promoting a national competition run by a network of charities. Co-ordinated the school's entries
- Travelled to Japan with two other students as part of an exchange initiative. Delivered anti-bullying workshops to students in three Japanese schools

Language skills

Fluent French. Working knowledge of Spanish

IT skills

Frequent user of Twitter, Facebook, Instagram and YouTube; HTML mark-up, used to update Abingdon University History Society website; and Microsoft Office, including Word, Excel and Access.

References available on request