

## Work Experience

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### **tele marketing executive**

Sales doctors - Watford

July 2018 to January 2019

My main duties were generating leads by researching companies and cold calling to book meetings for the field sales team to sell our sales training courses. I also called inactive clients from our CRM (Hubspot) and had to manage their diaries to try and fill up their day within that city or postcode area.

This was originally a 3 month temporary contract but it was extended for an additional 3 month period as I achieved my weekly and monthly targets.

I contacted both SME's and corporate businesses across all industries but mainly targeted Hotel groups, recruitment and estate agencies.

### **Private Carer**

Private Household - Slough

March 2017 to July 2018

I was working in a household for a lovely family providing care for 2 children. The age of the children I looked after was 4 and 15 years. Both of the children's needs are very similar. My role included all care needs (feeding, dressing, showering, medicine administration etc), day to day household chores, sensory and tactile activities, physiotherapy and paperwork.

Every day is very different with the two children as they have very different personalities and I have to adapt to how they are feeling each day. Their routine is strict as they have a lot of things that need to be on time such as medication, meal times, leaving for nursery and much more.

I'm used to good time keeping and also being adaptive to the child's needs as I understand that children with special needs and learning difficulties sometimes find it hard to express their feelings or may not be able to communicate very well so it's good to have patience and be mindful of these things.

I enjoyed my role and have loved working with the family and other carers.

### **Nursery Nurse**

Little Monkeys Nursery - Windsor

January 2016 to March 2017

At the nursery we set up lots of fun activities for the children to carry out everyday following the EYFS closely to ensure the children were learning a wide range of skills through play. During my time at little monkeys I was working in the 2-3yrs room. I worked closely with 3 children that had extra learning needs and adapted their daily plans to help them explore the world differently and help them to learn

in different ways. We had a total of 6 staff and 28 children and although it was busy we always had lots of fun!

### **sales assistant/ waitress/ food prep**

treatz - Slough

February 2014 to February 2016

#### Responsibilities

Day to day i deal with customers at the till area and as a waitress. Making sure they have a great experience at the shop, using great customer service skills and being able to deal with any questions or tasks put in front of me. I also make all the desserts to a high standard with the customers specifications.

#### Accomplishments

I believe at this job my customer service skills have grown completely to a high standard. I am a highly respected member of the team there and enjoy ever day as it comes no matter how busy and hard working it is.

#### Skills Used

good customer service skills, team leading skills ( i am more than able and have many times lead the team when a manager or team leader has not been present) and communication skills

### **early years practitioner (apprentice)**

wise owls club - Maidenhead

June 2013 to February 2015

#### Responsibilities

Each day is completely different. Although there is a basic structure, the children act differently everyday. We aim to provide a safe, calm and caring role for the children. As we are an after school club, we like to have a calm but fun evening with the children. This includes- feeding the children, picking them up from school, entertaining the children but most of all making sure they are safe.

#### Accomplishments

As i started out as an apprentice with wise owls. I am proud to say that i achieved my intermediate level apprenticeship in the children and young people's workforce.

#### Skills Used

at this job i demonstrate good communication skills. I believe this is most important with this job role because you need to communicate with many different children at one time. I also use good listening skills, interpersonal skills, team working skills and good time keeping skills.

## Education

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### **Intermediate level Apprenticeship in Children and young people's workforce**

berkshire college or agriculture - Maidenhead

2013 to 2014

### **diploma in travel and tourism**

east berks college - Windsor

## Skills

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Feed training (Less than 1 year), Specific physio training (Less than 1 year), Entry to speech and language therapy (1 year)