

Template CVs

1. Accountant
2. Accounts Clerk
3. Care Assistant
4. HR Manager
5. IT Support
6. IT Technician
7. Office Assistant
8. Sales Assistant
9. Teaching Assistant

CURRICULUM VITAE

NAME: XXX

DATE OF BIRTH: 05 APRIL 1978

NATIONALITY: BRITISH

E-MAIL (PREFERABLE FOR CONTACT): XXX

ADDRESS: XXX

PHONE NUMBER: XXX

SUMMARY OF APPLICATION

I am a hard working chartered accountant who puts a high value on accuracy. My attention to detail and the clarity of my work make me ideally suited to a demanding accounting role. I am confident and have experience from a variety of different industries. Further to this, I have:

- Solid understanding of the whole accounting process (from experience and from ACA qualification)
- Good knowledge of Sage, Excel and other software
- Skilled in most aspects of forecasting, budgeting and reviewing.
- Experience of delivering monthly, quarterly and annual financial statements for management
- Well liked by colleagues and clients alike

I have recently moved with my family to [LocationXXX] to be nearer to my [husband's / wife's] infirm parents. I am now keen to resume a career in an accounting environment and extend my already varied skills.

EDUCATION AND QUALIFICATIONS

2004 - Qualified ACA Institute of Chartered Accountants in England and Wales

1999 - 2001 Bachelor of Accounting and Finance (First),

London Metropolitan University

1996 - 1998 BTEC National Diploma in Business, College of Central London

1989 - 1996 Friern Barnet School then Woodhouse College, London

8 GCSE, 3 A-levels English Literature (A), Maths (A) and History (B)

OTHER QUALIFICATIONS AND SKILLS

Experienced with Sage Line 50/Sage Line 1000

Proficient with Microsoft Excel, Word, Powerpoint and Access

Strong literacy and numerical skills

PREVIOUS EXPERIENCE

2006 – August 2008

Management Accountant DS Smith Plc, London

During my employment at DS Smith Plc I was involved in the production of management accounts, budgets, forecasts, KPIs and business reviews. I further provided financial information and support to senior non-finance personnel.

I left this job in August to relocate to be nearer my [wife's/husband's] parents.

2005-2006

Accountant at Barclays Bank PLC, London

My role at Barclays involved the reviewing of data submitted by group companies and the production of schedules, which formed the basis of the group accounts

Further to this I maintained ledgers and prepared accounts for amongst others a property subsidiary. I was responsible for the accounts of the subsidiary with duties ranging from posting invoices, bank reconciliations and VAT returns through to producing both monthly management accounts and year-end statutory accounts.

I moved on from this job to extend my accounting skills and try a different environment.

2001- 2004

PricewaterhouseCoopers, London

Qualified in London 2004.

Assisted in auditing procedures for a variety of clients. I prepared statutory year-end and management accounts for companies of various sizes. My work also included audit work for larger clients, which included supervising more junior members of the team. I also provided other services for clients such as preparation of VAT returns. I made the change from this role in order to try different aspects of the accounting role.

INTERESTS

I enjoy being active in my private life as well as my professional life. In my spare time I like reading, swimming and listening to music. I spend most of my weekends with family and friends and enjoy cooking.

REFEREES (PLEASE LET ME KNOW WHEN YOU WISH TO CONTACT)

Mrs C. Jones
Finance Manager
DS Smith Plc
4-6 Artillery Row
London SW1P 1RZ

Mr D Sears
Accountant
Barclays Bank PLC
One Churchill Place
London E14

Company name
Employer Address
Employer Address

Applicant name
Applicant Address
Applicant Address

Dear Sir/Madam,

I am writing to you regarding the recently advertised position of (XXXX Job Title) at (XXXX Company Name) as I feel I have the suitable experience and appropriate skills to meet the requirements of this job.

I am very attentive to detail and always work to high quality standards. I have worked in accounting environments since 2001 and am a chartered accountant (ACA). It is important for me to constantly improve my skills, and I believe this position would assist in achieving my career goals.

I have a good knowledge of Sage, Excel and other software and have been involved in all stages of the accounting process in previous employments. As well as my professional skills, I am an outgoing positive individual who enjoy working with other people.

I am confident that I can have a positive impact if selected and would become a valuable asset as a member of staff at (XXXX Company Name). Please do not hesitate to contact me if you have inquiries regarding this application.

Yours Sincerely,

NAME: xxx
DoB: 4th February 1976
Nationality: British

I am best contacted by email: xxx
Address: xx Road, x town, x Tel: xxx

OBJECTIVE I am an enthusiastic self-starter who is keen to make a big contribution in my next role. I have a great insight into the importance of accountancy in a range of sectors and am eager to build on the skills I have already acquired.

- SKILLS**
- Qualified Chartered Accountant
 - Sociable and a good communicator
 - Track record of hitting tight deadlines accurately
 - Strong numerical skills
 - Experienced with Sage and various MS Office programs

EDUCATION 1992-1995 B.Sc Business Studies (2:2), City University London

1985- 1991 Southgate College, London
9 GCSEs, A Levels in Maths (A) Geography (C) and Economics (B)

WORK EXPERIENCE

Management Accountant, large UK retailer, xxx city
2005-present

Duties of the role includes

- Preparation of monthly Management Accounts
- Responsible for preparation of statutory accounts and year end file for submission to the auditors
- Forecasts, budgets and reporting of operating expenditure.
- Developing new KPIs for benchmarking
- Enhance monthly accounting procedures by implementing new reports.
- Managing a small team

I am now ready to take on a more challenging role and am therefore looking for the perfect new position.

Auditor 2002-2005, Baker Tilly, Manchester

Auditing for a portfolio of clients ranging from routine commercial audits through to some substantial and high profile charity audits. Was involved in financial reporting and informed clients of legislative and technical changes.

My work included rigorous risk assessment with diagnostic processes and audit testing procedures.

Ended this job to relocate to gain more non-auditing experience.

Auditor Ernst & Young, London 2000-2002

Auditing for a variety of clients and assisting with giving guidelines for clients' internal audits. As a part of this, I was involved in measuring compliance with legislation and compliance with internal procedures. After working for E&Y for five years I decided to try working for another company.

Trainee Accountant at Ernst & Young, London 1996-2000

During my training I acquired first hand experience with all aspects of planning, running & delivering client audit and accounts projects. Furthermore I

- Met reporting timetables
- Prepared client reporting documents
- Ensured professional standards were met at all times
- Developed professional relationships with clients and within the firm.

Office Assistant at Ernst & Young, London 1995-1996

General administrative tasks such as

- Answering the Telephone,
- Filing, Printing,
- Typing Confirmation and Conference letters.
- Preparing files for Manager Meetings.
- Booking and organising meetings for colleagues and taking and typing up minutes or other documents
- Assisting teams and other members of staff where necessary and appropriate

I ended this position to take up the role as a trainee accountant within the company.

OTHER ACTIVITIES

When I am not working, I spend most of my time with my young family. I enjoy outdoor based activities such as mountain biking and hiking. Most of our holidays are spent travelling to Spain or Italy.

REFERENCES

Please contact me before approaching my referees.

Mr. D. C. Waller
Senior Auditor and Assurance
Audit and Assurance
Baker Tilly
2 Bloomsbury Street
WC1B 3ST
www.bakertilly.co.uk

Mr N. Wainwright
Senior Auditor
Ernst & Young
Becket House
1 Lambeth Palace Rd,
London, SE1 7EU
www.ey.com

Employer Address

Name:
Address:
Telephone:
Email:

To (Whom It May Concern/Insert name when available),

I am writing to you in regards to the (XXXX Job Title) position. I am a self-motivated and enthusiastic worker who is always keen to learn new skills. My broad experience has given me significant insight and understanding in a range of sectors across the accounting industry.

My previous positions have allowed me to develop the following skill set. I am a highly motivated and flexible team player who is a sociable and an effective communicator. I have the ability to interact with clients and to plan my work to adhere to tight deadlines. I would revel in the opportunity to apply my experience with forecasting, budgeting and planning to your organisation.

I am now looking to move on to a role where I can make a long term contribution to an organisation. I would greatly appreciate the opportunity to work for (XXXX Company) and believe that I would be a valuable asset to your organisation.

Yours Sincerely,

NAME

Name

Email (preferred means of contact): xxx

Telephone: xxx

Address: xxx

DoB: 28th May 1974

Nationality: British

OBJECTIVE

I have recently relocated to the [city of application] area and am now looking to build on my experience as a certified accountant.

I am an excellent communicator and enjoy working in teams as well as on my own. My professionalism and dedication will be an asset to any organisation, and I look forward to taking on a new and challenging role

EDUCATION

2001 **Qualified for ACCA (The Association of Chartered Certified Accountants)**

1993 – 1996 **B.Sc in Mathematics (2:1), the University of Sheffield**

1985 - 1993 **King Edward VII School, Sheffield**

8 GCSEs, 3 'A' Levels: Maths (A) Chemistry (C), English literature (B)

EXPERIENCE

2003- September 2008 **Management Accountant, Joy Mining Machinery Ltd, Nottingham**

Taking a lead role while working closely with the Financial Director, I had responsibility for key management accounting duties. This included responsibility for the monthly preparation of management accounts. I was also the company accountant for an international subsidiary company and performed all finance tasks including invoicing, VAT returns, bank reconciliations, AP and AR, credit control, fixed asset register and the preparation of monthly management accounts, as well as preparation of the year end accounts and liaison with the external auditors. I supported the management team, ensuring consistent preparation and processing of all data at all locations. I further controlled that various reporting requirements were satisfied. My role included creating and driving best business practice especially in relation to the accounting systems. Due to restructuring of the organisation my position would in the future include excessive travels. Due to family commitments, a move to [insert location] therefore seemed to be appropriate.

1998-2003 **Accountant, Grant Thornton, Sheffield**

Trained as an accountant at Grant Thornton and qualified as an ACCA in 2001. I worked with advising clients on internal controls and auditing more generally. My role included formally examining the accounts and financial situation of organisations as part of an audit team. My team also ensured that the client was in compliance with relevant regulations and the law. The position involved close collaboration with clients on site and from various different kinds of organisations across a range of industries.

1996-1998

Accounts Clerk, Mensa Printers, Sheffield

I assisted the accountant at this successful printer for the first few years after my university degree. I acquired a thorough grasp of the accounting process in that time, which brought me to continue my studies towards becoming a certified accountant. My work included an overhaul of reporting procedures across the organisation which resulted in a streamlined administration and a much-improved management reporting capability. I used Sage Line 50 extensively in my day to day tasks, and was also responsible for:

- Recording transactions, reconciling accounts and ensuring accuracy and completeness of data
- Processing accounts payable and accounts receivable
- Managing bank and general ledger reconciliations, as well as payroll processing
- Tracking fixed assets and preparing depreciation schedules.
- Performing month-end closings

PERSONAL

I am a keen tennis player and enjoy long distance running. Literature, music and arts are great interests of mine as well as spending time with my family, including my two daughters aged 6 and 4. .

IT SKILLS

Extensive experience with several types of Sage programs

Proficient Microsoft Office user, including Word, Powerpoint, and Access. Expert user of Excel

Some knowledge of SAP

REFEREES

Mr Jon Bradley
Financial Director
Joy Mining Machinery Ltd
Kirby Lane
Pinxton, NG16 6HX

Mrs Susan Swift
Partner
Grant Thornton
2 Broadfield Court
Sheffield S8 0XF

Applicant address

Employer address

Dear xxxx,

I am writing with regard to the position of [job title] at [company name] that was advertised recently in [source of ad].

I am a qualified certified accountant who is looking to resume a career within accountancy following a recent relocation to [city]. My skills in this area are very broad, and I have been used to taking on considerable responsibility in my recent role as a Management Accountant. I believe my skills would fit well with the described position and that this role would give me the challenge I am currently searching for.

I very much hope you will consider me for this post, and I hope that my enclosed CV will convince you that I will quickly become a valued and trusted member of the team.

Yours sincerely,

xxx

NAME: xxx
DoB: 4th February 1983
Nationality: British

I am best contacted by email: xxx
Address: xx Road, x town, x Tel: xxx

SUMMARY I am an enthusiastic self-starter who is keen to make a big contribution in my next role. Temping with Robert Half has given me a great insight into how accounting is done in a range of sectors and this has built on the skills I have already acquired. It has made me a flexible worker who is quick to pick up the next challenge. I am now looking to move on to a role where I can make a long-term contribution.

- SKILLS**
- Highly motivated, flexible team player
 - Sociable and a good communicator
 - Track record of hitting tight deadlines accurately
 - Experienced in a broad range of accounts skills
 - Experienced with Sage Line 50 and Excel, including pivot tables

EDUCATION Distance Learning Partnership
ACCA CAT intermediate level

John Port School, Derby
1994 - 2001

A Levels in Geography (B) and Economics (C)

8 GCSEs including English (B) and maths (B)

WORK EXPERIENCE Accounts Clerk (temping), Robert Half, city of application
January 2007 to present

Worked in various organisations including an educational charity and a firm of architects.
Duties included:

- Use of Sage
- Processing accounts payable and accounts receivable
- Payroll processing
- Assisting with end of year accounts reports for management

Finance Clerk, Legacy Aston Court Hotel, Derby
2005 to November 2006

Busy role in the accounts section. Duties included:

- Customer service
- Generating bills and tracking payments
- All aspects of matching purchase orders to invoices
- Researching inconsistencies and resolving queries
- Helping to produce reports for management

Ended this job to relocate to city of application.

**Finance Officer, Toyota, Burnaston, Derbyshire
2003 to 2005**

Administrative roles and latterly a financial role. Duties included:

- Order tracking and customer liaison
- Stock analysis
- Matching invoices and purchase orders and resolving queries
- Assisting with book-keeping tasks
- Data entry

Left to extend finance experience.

**Sales assistant, Marks & Spencer, Derby
2001 to 2003**

Very enjoyable role demanding strong customer service skills in the main M&S store in Derby. Duties included:

- Operating customer service desk
- Sales floor service
- Checkout operating
- Sales development

REFERENCES

Please contact me before approaching my referees.

Mrs A. Cooper

Finance and Accounting

Robert Half

Whitefriars

Lewins Mead

Bristol BS1 2NT – change to city of application – see Robert Half website

<http://www.roberthalf.co.uk>

Mr N. Wainwright

Finance Manager

Legacy Aston Court Hotel

Midland Road

Derby, DE1 2SL

Employer Address

Name:
Address:
Telephone:
Email:

Dear Sir/Madam:

I am writing to you in regards to the (XXXX Job Title) position. I am a self-motivated and enthusiastic worker who is always keen to learn new skills. Temping at Robert Half has given me significant insight and understanding in a range of accounting jobs across diverging industries.

My experience has allowed me to develop the following skill set. I am a highly motivated and flexible team player who is a sociable worker and effective communicator. I have the ability to accurately track records in tune with hitting tight deadlines. I am knowledgeable with Sage Line 50 and Excel, including pivot tables. I also have experience with a broad range of accounting skills such as processing accounts payable and accounts receivable, payroll processing and have assisted in compiling annual reports.

I am now looking to move on to a role where I can make a long term contribution to an organisation. I would much appreciate the opportunity to work for (XXXX Company) and believe that I would be a valuable asset to your organization.

Yours Sincerely,

CURRICULUM VITAE

NAME: XXX
DATE OF BIRTH: 03 APRIL 1980
NATIONALITY: BRITISH
E-MAIL (PREFERABLE FOR CONTACT): XXX
ADDRESS: XXX
PHONE NUMBER: XXX

SUMMARY OF APPLICATION

I am a hard working individual who puts a high value on accuracy. My attention to detail and the clarity of my work make me ideally suited to a demanding accounting role. I am confident with personal responsibility and with 10 years of experience in accounting environments I have a wide range of skills.

- Solid understanding of the end-to-end accounting process (from experience and from AAT qualification)
- Good knowledge of Sage, Excel and other software
- Skilled in all aspects of recording transactions, posting debits and credits, reconciling accounts and ensuring accuracy and completeness of data
- Experience of assisting with monthly, quarterly and annual financial statements for management
- Proficiency in managing accounts payable and accounts receivable, generating invoices and monthly statements for clients
- Good customer service skills

I have recently moved with my family to [Area of application XXX] to be nearer to my [husband's / wife's] infirm parents. I am keen to resume a career in an accounting environment and extend my already varied skills.

EDUCATION AND QUALIFICATIONS

1996 – 1998 South Nottingham College, Nottingham

BTEC National Diploma in Business

1991 – 1996 Ashfield Comprehensive School, Nottingham

8 GCSEs including Maths (B) and English Language (B)

OTHER QUALIFICATIONS AND SKILLS

AAT Accounting – intermediate level (while in most recent work)

Experienced with Sage Line 50 and able to learn proprietary systems/applications quickly

Proficient with Microsoft Excel, Word and Access

Full driving licence

WORK EXPERIENCE

2005 – September 2008

Accounts Clerk, D&D Transport, Nottingham

I moved to my recent job to extend my accounting experience. I was part of a busy office and my role included:

- Processing accounts payable and accounts receivable
- Handling bank and cash back reconciliations
- Payroll processing
- Assisting with month-end closings and reports to management

I left this job in September to relocate to be nearer my [wife's/husband's] parents.

2002 – 2005

Finance Clerk, Hildred Engineering, Nottingham

I moved up to a finance clerk role following a period as a general office assistant. Duties included:

- Matching invoices received to purchase orders
- Liaising with sales on invoicing requirements and creating invoices
- Tracking overdue accounts and resolving billing and collections disputes
- Handling enquiries and general office duties

I moved on from this job to extend my accounting skills.

1998 – 2002

Bank Administrator, Midland Bank, Nottingham

Various roles in a busy office processing applications and other customer correspondence.

- Handling a database for logging and tracking enquiries and training others to use this accurately
- Responding to customer account queries
- Ensuring the team was organised to process large volumes of applications efficiently

REFEREES (PLEASE LET ME KNOW WHEN YOU WISH TO CONTACT)

Mrs C. Jones
D and D Transport
Unit 3, Hall Road
Langley Mill
Nottingham, NG16 4HP

Mr D Sears
Hildred Engineering Co Ltd
Units 2, 4 & 6 Parkway Court
Glaisdale Parkway
Nottingham, NG8 4GN

Employer Address

Applicant Address

To whom it may concern,

I am writing to you regarding the recently advertised position of (XXXX Job Title) at (XXXX Company Name) as I feel I have the suitable experience and strong skills to meet the requirements of this job.

I have very good attention to detail and always work to high quality standards. I have worked in accounting environments for ten years and have constantly been improving upon my skill sets during this time.

I have a good knowledge of Sage, Excel and other software and have been involved in all stages of the accounting process in previous employments. I am proficient in managing accounts payable and accounts receivable, generating invoices, recording transactions and reconciling accounts.

I am confident that I can have a positive impact if selected and would become an asset as a member of staff at (XXXX Company Name).

Kind Regards

Name

Email (preferred means of contact): xxx

Telephone: xxx

Address: xxx

DoB: 28th May 1982

Nationality: British

OBJECTIVE

I have relocated to the [city of application] area and am now looking to build on my experience in accounts.

My skills are broad and I am confident that I could quickly adapt to a role in any financial setting. My professionalism and dedication will be an asset to any organisation, and I look forward to taking on a new and challenging role.

EDUCATION

2006 ICB Diploma in Manual Book-keeping (Level 3)

1993 – 2001 King Edward VII School, Sheffield

‘A’ Levels: Maths (C) Chemistry (C)

GCSEs: Maths (A), Chemistry (B), English language (B), Geography (B), English literature (C), Physics (C), Art (D), French (D)

EXPERIENCE

July 2005 – October 2008 Accounts Clerk, Mensa Printers, Sheffield

I have assisted the accountant at this successful printer over the last three years and have acquired a thorough grasp of the accounting process in that time. My Diploma in book-keeping was an acknowledgement of some of that experience. Recent work included assisting in an overhaul of reporting procedures across the organisation which resulted in a streamlined administration and a much-improved management reporting capability. I used Sage Line 50 extensively in my day to day tasks, and was also responsible for:

- Recording transactions, reconciling accounts and ensuring accuracy and completeness of data
- Processing accounts payable and accounts receivable
- Cash book reconciliations, as well as payroll processing
- Tracking fixed assets and preparing depreciation schedules.
- Helping with month-end closings

November 2003 – June 2005

Finance Assistant, RGS Cleaning Ltd, Sheffield

An important part of my role was using Excel to assist in producing reports for managers, including the use of charts and pivot tables. It was in this job that I became proficient with a range of software and helped implement the systems to run alongside the new technology. I feel my ability with accountancy and other software is one of my key strengths.

The high turnover of staff at the organisation, varied shifts, and varied types of contract meant that dealing with the payroll was a significant element of my work. I was also responsible for generating invoices and chasing payment.

March 2002 - November 2003

Administrative Officer, Special Quality Alloys, Sheffield

This job provided my first taste of work in a finance setting. I initially started in a junior office role and progressed to maintaining client accounts, including tracking payments against invoices and chasing payments. The role was demanding in terms of the organisation required to cope with some outmoded systems. I was able to develop new systems for filing records and helped with the introduction of a computerised system before I left.

July 2001 – March 2002

Information Assistant, Tourist Office, Sheffield

My time with the Tourist Office taught me invaluable customer service lessons. My confidence with dealing with members of the public grew quickly, and the skills I developed through negotiating with local hotels, providing appropriate advice and researching the local area have often been useful in my further career.

REFEREES

Mr Jon Bradley
Mensa Printers
111 Arundel Lane
Sheffield
S1 4RF

Mrs Susan Swift
RGS Cleaning Ltd
96 Hangingwater Road
Sheffield
S11 7ER

Applicant address

Employer address

Dear xxxx,

I am writing with regard to the position of [job title] at [company name] that was advertised recently in [source of ad].

I am a highly motivated accounts clerk who is looking to resume a career in that field following a recent relocation to [city]. My skills in this area are very broad, and I have been used to taking on a variety of responsibilities in each of my previous roles. I have experience in Sageline 50 and Microsoft Office applications as well as posting invoices, raising cheques and purchase and sales ledgers.

I very much hope you will consider me for this post, and I hope that my enclosed CV will convince you that I will quickly become an appreciated and trusted member of the team.

Yours sincerely,

xxx

NAME:

DoB: 4th February 1982

Nationality : British

Address:

Tel:

I am best contacted by email:

**FORMAL CARING
WORK EXPERIENCE**

Home Care Assistant, Derby City Council
January 2007 to May 2008

I provided both practical and emotional support for mainly elderly patients across Derby. As a part of my training I received the Manual Handling Service certificate.

The work consisted of helping patients with bathing, dressing and personal hygiene. I also worked on several 'put to bed' rounds and helped them move around their homes. For some, I also made sure they took their medication when required. I also spent time bonding and getting to know the patients personally which I greatly enjoyed.

**OTHER WORK
EXPERIENCE**

Guest Service Assistant, Express by Holiday Inn Derby Pride Park
July 2005 to January 2007

I was there to help the guests have as pleasant a stay as possible by assisting them as required.

My duties included working on the front desk, answering calls, taking messages, dealing with enquiries and taking bookings as well as any administration duties as needed.

Catering assistant, Express by Holiday Inn Derby Pride Park
January 2004 to July 2005

I did food preparation to order. I also occasionally took food orders and served customers when required in the hotel restaurant.

Guest Assistant, UCI (now Odeon) Cinema, Derby
June 2001 to December 2004 (Full time)
September 1999 – February 2000 (Part time)

I provided customer service by selling tickets as well as snack food and refreshments. I handled cash and card transactions. I also helped clean the cinema auditoriums.

EDUCATION

John Port School, Derby
1993 - 2000

Completed Advanced Level GNVQ in Leisure and tourism

GCSEs 5 subjects grade C (English, Geography, History, Maths, Sociology)

**PERSONAL
STATEMENT**

I recently moved to (XXXX Town where applicant lives) as my husband wanted to move nearer his parents.

Now I have settled I am looking for a caring role that will enable me to continue to do what I like, and do best, which is to help people live more comfortably.

When I worked in the leisure industry I realised that my favourite part was the direct customer care that I had to do. I learnt how to treat customers in a respectful and valued way and I enjoyed the appreciation that people showed me for helping them in sometimes small but important ways. I also enjoyed working as part of team in order to ensure that things ran smoothly and customers had as good a time as possible.

The fulfilment I got out of helping people made me consider a career in caring, and I have found training (both initial and then for the NVQ) and working as a Care Assistant the most rewarding and satisfying thing imaginable and I realise now that my interests and heart really lie in continuing to help and support people in a hands on way.

I believe I am a reliable, diligent and flexible worker (I worked many different shifts) and one who really enjoys and is able to connect with those under my care. Whilst training I learnt so much about both the physical (including manual handling) and emotional support skills needed.

OTHER SKILLS/ INTERESTS

I look forward to working in new formal care settings, meeting the challenges it would bring and using new experiences in order to become an ever better carer.

I have been awarded a NVQ Level 2 in Health & Social Care

I have a Basic Food Hygiene Certificate (2004).

I have CRB clearance and a full driving licence.

I am a flexible worker – I worked many different shifts and did many different tasks in the jobs that I did.

I know how to use Microsoft office software.

I enjoy spending time with family and I also enjoy running and hiking

REFERENCE ONE

I would appreciate if you could let me know if you intend to contact my referees.

Karen Jenkins
HR Dept.
Derby City Social Services
29 St Mary's Gate
Derby
DE1 3NU

REFERENCE TWO

Grace Anderson
HR Dept.
Express by Holiday Inn Derby Pride Park
Wheelwright Way
Pride Park
Derby
DE24 8HX

Accompanying letter text

I recently moved to (XXXX Town where applicant lives) as my husband wanted to move nearer his parents. Since I moved a few months ago I have I have been decorating and settling into my home and getting used to the area.

I am applying for the position of (XXXX- Job Title) because I believe I have the right skills and attitude to be able to really help (XXXX Patient Type) (at the) (XXXX – Name of Organisation) have a better quality of life.

I have found working as a Care Assistant the most rewarding and satisfying work imaginable and I realise now that my interests and heart really lie in continuing to help and support people in a hands on way which the position of (XXXX- Job Title) will do.

I loved being able to help people in sometimes such small ways and seeing how appreciative they are and how it helps them to live more comfortably.

I believe I am a reliable, diligent and empathetic worker who really is able to connect with those under my care and I look forward to the (new) opportunities that working with (XXXX Patient Type) will bring and how these experiences will aid me in becoming an ever better carer.

I do hope you will consider me for the role and I look forward to hearing from you.

CURRICULUM VITAE

FULL NAME:

DATE OF BIRTH: 03 APRIL 1980

NATIONALITY : BRITISH

E-MAIL (PREFERABLE FOR CONTACT):

ADDRESS:

PHONE NUMBER:

MY OBJECTIVE

Throughout the last ten years I have received training and learnt invaluable skills whilst working that make me suitable for formal caring positions.

As a Care Assistant, mother and nanny, I learnt and put into practice skills to assist and provide full hands-on personal care for people. I learnt how both physical care and emotional support are really important in helping people live their lives in as an enjoyable, interesting and worthwhile a way as possible. I would say that that most of the people I have cared for see me as a friend rather than just a carer and I find this very rewarding – I always like to help to please people.

I have also shown throughout this time that I am a team player and willing to work with others to genuinely benefit someone else – working at Fairham meant that I had to communicate and work with many types of people from drivers and nurses to other domestic staff to ensure the elderly users were getting the best care possible. Whilst working in the cafe I learnt important socializing skills, which have helped me put those under my care at ease.

MY EDUCATION AND QUALIFICATIONS

I have a Manual Handling Certificate

I have a NVQ Level 2 in Social Care

1991 – 1998 Ashfield Comprehensive School, Nottingham

A Levels: English C

AS Levels: Sociology D, Geography D

GCSEs: English B, Sociology B, ICT B, Geography C, French D, Maths C,
Double Science grades D

MY WORK EXPERIENCE

December 2003 – present

I left my previous job when I became a mother and my husband and I re-located due to his work commitments. Since 2003 I have cared full time for my daughter, while occasionally taking evening, weekend and night shifts as a Care Assistant at various Residential and Nursing homes through a temping agency. This has shown me how different homes are functioning and given me experience of working with people with dementia and those with low and high dependency.

My daughter has now started school and I'm looking for a new more permanent formal care position.

August 2002 – December 2003

Part-time Volunteer then Care Assistant, Fairham Day centre, Nottingham

I originally volunteered at the centre when I started to visit an elderly relative who used it, during which I got friendly with several of its users. I helped do many tasks for them such as shopping and going to the library or post office.

I then decided to undergo training to become a formal Care Assistant at the centre and work towards attaining a NVQ Level 2 in Social Care

I provided personal care and support to the elderly and vulnerable. My tasks included -

- helping them with their physical and personal needs
- serving meals and assisting at meal times
- making sure their medication was taken
- helping with the domestic duties
- make sure that they were as happy and comfortable as possible. I particularly enjoyed organising excursions and celebratory meals.

July 2000 – June 2002

Live in nanny in Blackburn

I was responsible for looking after a family friend's two young children. I used to look after their physical well being (wash and bathe, dress them, prepare their food, etc.) as well as help them play and assist in helping them with their homework. I also did their laundry and maintained the cleanliness of the equipment, toys and rooms used by the children. I also used to take the children to pre-school and other places (swimming pool, library etc.).

July 1998 – July 2000

After finishing school I worked as a waitress at "Blades Retail Cafe" in Nottingham

I served customers and handled payments. I also helped to clean the cafe and assisted in the deli shop.

MY OTHER SKILLS AND INTERESTS

I love doing art with my daughter and I love to read to her as well. I also love cooking – I have tried to make dishes from every type of cuisine.

CRB clearance

Full driving licence with no point deductions

MY REFEREES

Mrs C. Jones
Fairham Day Centre
Farnborough Rd
Nottingham
Nottinghamshire
NG11 9AE

Mrs Delilah Deby (the mother of the children I cared for)
22 Sandpipe Close
Blackburn
BB1 6IG

Dear Sir/Madam,

I am very interested in becoming a (XXXX Job Title) because I think it's in my nature to care for people – I've been doing it for most of my life and I really love it!

I believe I am well suited to the role because of my experience both caring at the Fairham Centre, my temporary jobs at different homes and caring for my own daughter.

I realise how important it is to be able to support someone and make their lives enjoyable, interesting and worthwhile.

I am a very patient, reliable and hard working person and I aim to please. I think that most of the people I have cared for see me as a friend rather than a carer.

Although I do not have a huge amount of formal caring experience and I am aware of how demanding working with (XXXX Patient Type) can be, I believe I am ready to start work again in this position. Please consider me as I am capable of rising to any challenge the role may provide.

Name

Email (preferred):

Address:

DoB: 28th May 1979

Nationality: British

EDUCATION

2006 **NVQ Level 2 in Health & Social Care**

1990 – 1995 **Hind Leys Community College, Leicestershire**

GCSEs: English B IT C Maths C Geography C Art D French D
History E

EXPERIENCE

[If job applied for is part time, this position should be full time and vice versa, the reason for the individual to be wanting to change job is to increase/reduce number of hours] If any other locations is needed, or the job is in one of these organisations, find another place on http://www.housingcare.org/_controls/finder/careoptions/search/index.asp

Feb 2006 – Currently employed (Part time) Care Assistant: Abbey Park, Birmingham

Feb 2006 – Currently employed (Part time) Care Assistant: Arcal Lodge, Dudley

Feb 2006 - Currently employed (Part time) Care Assistant: Harpers Village Care Centre, Walsall

Feb 2006 – Currently employed (Part time) Care Assistant: Coton House, Wolverhampton

Feb 2006 – Currently employed (Part time) Care Assistant: Beckfield, Bradford

Feb 2006 – Currently employed (Part time) Care Assistant: Hayleigh, Bedminster (Bristol)

Feb 2006 – Currently employed (Part time) Care Assistant: Munro Court, Anniesland, Glasgow

Feb 2006 – Currently employed (Part time) Care Assistant: The Hollands Nursing Home, Bolton

Feb 2006 – Currently employed (Part time) Care Assistant: Alexandra Nursing Home, Manchester

Feb 2006 – Currently employed (Part time) Care Assistant: Boston House, Oldham

Feb 2006 – Currently employed (Part time) Care Assistant: Bowerfield House Nursing Home, Stockport

Feb 2006 – Currently employed (Part time) Care Assistant: Southbank Nursing Home, Altrincham

Feb 2006 – Currently employed (Part time) Care Assistant: Burley Willows Home For Older People, Leeds

Feb 2006 – Currently employed (Part time) Care Assistant: Southbank Nursing Home, Altrincham

Feb 2006 – Currently employed (Part time) Care Assistant: Westmead Elderly Resource Centre, West London

Feb 2006 – Currently employed (Part time) Care Assistant: Forest View Care Home, East London

Feb 2006 – Currently employed (Part time) Care Assistant: Edwina House, North London

Feb 2006 – Currently employed (Part time) Care Assistant: Carshalton Nursing Home, South London

My responsibilities at this care home included:

- providing essential care for a good quality of life: cleaning, washing, and helping to feed the elderly patients
- helping the patients with mobility issues, such as getting into bed, up off the sofa, and going to the toilet
- helping to ensure patients were in good health by checking they took their medication and recording it was taken
- providing social and emotional support through conversations and activities
- helping to entertain patients by organising movies, reading books etc.
- more general domestic duties

I have been very happy to work at **NURSING HOME NAME** but I am interested in **increasing/reducing** my hours and for the time being this is not possible at **NURSING HOME NAME**. Therefore I am now looking for a new job.

Jun 2001 to Jan 2006

Section Management: Women's Wear

Marks and Spencer: (XXXX, Local Area of Job, see <http://www.marksandspencer.com/gp/store-locator/store-locator.html/275-0973418-7646134?ie=UTF8&mnSBrand=core>)

- In addition to tasks as a customer assistant I was responsible for stock checking and stock replacement. I also helped to manage the staff working in the section and organise their shifts.

Dec 1997 to Jun 2001

Customer assistant: Women's Wear

Marks and Spencer: (XXXX, Local Area of Job, same as above)

- I provided customer assistance when required i.e. fetching clothes from stock, assisting in changing rooms, offering fashion advice. I also operated the cashier and took payments.

Nov 1996 – Sept 1997

Office assistant: Auto Body Centre, Loughborough

- I provided administrative support including typing up orders, filing, correspondence with customers.

SKILLS AND ACTIVITIES

Full driving licence.

Trained in fire and safety issues and handling of patients.

I enjoy playing racquet sports (table tennis and badminton) and reading.

Full CRB clearance

Computer literate

OBJECTIVE

I am interested in a formal caring role because I believe I am a caring, patient, and adaptable care worker.

I first became interested in formal caring and began to appreciate how useful it could be both for patients and their families after seeing the physical and emotional support provided by care assistants for my younger brother who spent over a year recuperating from a major car accident in May 2005.

Watching the effort and support they offered made me realise how much difference a good carer can make to people's lives, and this event made me reassess things and think about a career as a carer.

I have spent the last two years training and working as a care assistant - I have now obtained my NVQ - trying to do all that I can to help people. I have learnt how to offer both physical support (such as helping with mobility or giving personal care) and equally importantly, emotional support.

Although I greatly enjoyed working at (XXXX Previous place of employment) I now have fewer/more family commitments and am therefore looking to reduce/increase the amount of hours I work. I am very flexible with shifts and work days and am a hard worker.

REFEREES, Since I am still in my current position I would greatly appreciate if you could contact me before my referees.

(1st reference XXXX – Select correct address from below according to job in work experience)

Abbey Park, Birmingham
49-51 Park Road
Moseley
Birmingham
B13 8AH

Arcal Lodge, Dudley

Arcal St
Dudley
DY3 1TG

Harpers Village Care Centre, Walsall
1/3 Bilston Lane,
Willenhall,
Wolverhampton,
WV13 2QF

Coton House, Wolverhampton
55 Coton Rd
Wolverhampton
WV4 5AT

Beckfield, Bradford
70 Bolton Lane
Bradford
BD2 4BN

Hayleigh, Bedminster (Bristol)
Myrtle Street
Bedminster
Bristol
BS3 1JG

Munro Court, Anniesland, Glasgow
15 Castlebank Gardens
Anniesland
Glasgow
G13 2XA.

The Hollands Nursing Home, Bolton
2 Church Road
Farnworth
Bolton
Lancashire
BL4 8AL

Alexandra Nursing Home, Manchester
357 Wilbraham Road
Whalley Range
Manchester
M16 8NP

Boston House, Oldham
Broadway Street
Hathershaw
Oldham
OL8 1 XR

Bowerfield House Nursing Home, Stockport
1 Broadwood Cl
Disley,
Stockport,
SK12 2NJ

Burley Willows Home For Older People, Leeds
Willow Approach,
Kirkstall,
Leeds,
LS4 2HL

Southbank Nursing Home, Altrincham
1/2 Cavendish Road
Bowdon
Altrincham
WA14 2NJ

Westmead Elderly Resource Centre, West London
4 Tavistock Road
London
W11 1BA

Forest View Care Home, East London
45 Upper Walthamstow Road,
Walthamstow,
London,
E17 3QG

Edwina House, North London
64/66 Grovelands Road
Palmers Green
London
N13 4RJ

Carshalton Nursing Home, South London
28 Salisbury Road
Carshalton
SM5 3HD

(2nd reference)

HR DEPT
MARKS AND SPENCER
(XXXX, M&S Shop address in Local Area of Job)

To Whom it may concern

I am interested in the role of (XXXX – Job Title) because I believe I am a caring, patient, and adaptable care worker and I am looking for a position that will put my skills to good use.

I first became interested in formal caring and began to appreciate how useful it could be both for patients and their families after seeing the physical and emotional support provided for my brother who spent over a year recuperating from a major car accident.

This made me realise that hands on care and assistance with small things made such a difference to people's lives, and I have spent the last years training and working as a care assistant (I have now obtained my NVQ) trying to do all that I can to help people.

Although I greatly enjoyed working at (XXXX Previous place of employment) I now have fewer/more family commitments and am therefore looking to reduce/increase the amount of hours I work. I am very flexible with shifts and work days and am a hard worker.

(XXXX Include if children's care positions being applied for - Although I lack experience looking after (XXXX Patient Type), I believe I have the right job attitude, enthusiasm and most of the skills needed to help and I'm eager to learn new skills to meet this demanding role.

Please consider me for this role as believe I really am a carer at heart. I always like to make people smile!

NAME:

DoB: 5th April 1979

Nationality: British

Address:

Tel:

I am best contacted by email:

**EDUCATION &
AFFILIATIONS**

2004: Chartered member of CIPD (MCIPD)

1997-2000: Bachelor of Business (HRM), University of Derby

1995 TO 1997: Derby College

A levels Sociology (B), English (C), Business (C)

1990 TO 1995: John Port School, Derby

GCSE grades:

Sociology B / English B / Maths B / IT B / Business B / French D / CDT D / Science D

**PREVIOUS WORK
EXPERIENCE**

2007-2008

Temporary positions as Human Resources Officer across XXX/local area

After a year of temporary positions I am now ready to move to a more permanent managerial position. The contracts have involved

- Accessing pay structure and career pathways
- Writing staff policies
- Organising a recruitment day
- Assisting companies in peak recruitment periods (Christmas etc)

2003 TO 2007

Senior Human Resources Officer, KONE PLC, London

During my time at KONE I progressed within the organisation. My most recent role involved:

- Managing regional succession planning issues
- Liaising with Project and Engineering technical authorities to ensure career pathways and appropriate engagement of these individuals
- Implementing and managing training plans to secure the future development of employees
- Coordinating the people delivery elements of HR Strategy into regional offices in accordance with HR processes and protocols
- Terms and conditions harmonisation
- HR Policy work
- Managing a team of HR Assistants

2001 TO 2003

Consultant, Badenock & Clark, Nottingham

As a Consultant with Badenock & Clark, I gained experience in all aspects of recruitment from a Recruitment Organisation perspective. The position greatly advanced my skills in regards to client interaction and my communicative abilities predominantly stem from this position. As well as improving my recruitment experience, the often high paced environment focused my time management skills. As well as these generic attributes, the role included:

- General Recruitment Administration
- interviewing candidates, including recruitment co-ordination e.g. interview organisation, liaise with agencies/candidates re: start dates etc.;

- conducting client meetings
- finding innovative ways of approaching clients' staffing needs
- Helping to co-ordinate national and international recruitment campaigns;

After working for Badenock & Clark for 3 years, I decided to change to another industry in order to broaden my skills and experience.

2000 TO 2001

Human Resources Assistant, Badenock & Clark, Nottingham

Working with recruitment gave me hands on experience with the many aspects of the recruitment process from a recruitment agency perspective. I further gained an understanding of the systems and processes which need to be in place in order to create an optimal practice for handling clients and applicants. My role included:

- Liaison directly with candidates before and after an offer had been made;
- Kept an up to date and accurate record of the progress of applications;
- Administrated the joining process, to include reference checks, qualifications checks and medical evidence, send out notices on e-mail
- Supported ad hoc projects and any other duties as required.
- Was involved in improving internal processes associated with recruitment e.g. update recruitment database as required, sending out correspondence to unsuccessful candidates, process invoices include the reimbursement of candidates interview expenses etc.

PERSONAL STATEMENT

I am a good communicator and am used to interacting with individuals across a variety of organisations. My ability to establish priorities and manage time effectively has been pointed out by several of my previous colleagues.

I am keen to learn and develop my skills further and have experience with developing HR policies and large planning project management.

As a highly organised and experienced administrator who is proactive and confident I am now looking to take on new responsibilities.

OTHER SKILLS/ INTERESTS

When I am not working, I spend most of my time with my young family. I enjoy outdoor based activities such as mountain biking and hiking. Most of our holidays are spent travelling to Spain or Italy.

REFERENCE

Please contact me before approaching my referees.

Paul Anderson
KONE PLC
34, Bedford Road,
London,
SW4 7HJ

Anita Cooper
Badenock & Clark
The Atrium
20 Wollaton Street
Nottingham,
NG1 5FW

Dear (XXXX),

Your advertisement regarding the position as XXX caught my attention. During the last year I have been working in temporary human resources positions, and despite having learned a lot during this year, I am now ready to take on the challenge of a permanent position.

I believe I have the necessary skills and experience to become a valuable member of your organisation. My organisational and administrative skills are highly developed and I enjoy a fast paced environment and large amounts of responsibility.

My previous positions have given me an in depth knowledge of most aspects of human resource management, including hands on experience with recruiting, policy development, pay structure assessment and management.

I am an enthusiastic, confident and self-motivated person, who enjoys the practical as well as the strategic aspects of human resource management. I believe I would be a great asset to your organisation and look forward to discussing the possibilities further at your convenience.

Yours Sincerely,

Name

Email (preferred):

Address:

Phone Number:

DoB: 4th February 1980

Nationality: British

EDUCATION

2004 **Qualified for CIPD**

1999-2002 **BA Business & Management Studies (2:1) Leeds Metropolitan University**

1991- 1999 **Sheffield High School**

3 A Levels: Sociology (B), Business (C) and ICT (C)

GCSEs: English B, ICT B, Maths C, Art C, French D, Double Science grades D, Sociology D

EXPERIENCE

Apr 2007 –currently in this position **Local University, chose applicable from list below**

(Birmingham)

Birmingham City University

(Dudley, Walsall and Wolverhampton)

University of Wolverhampton

(Bradford)

University of Bradford

(Bristol)

University of the West of England

Frenchay Campus

(Glasgow)

University of Glasgow

(Bolton and Bury)

The University of Bolton

(Manchester)

The University of Manchester

(Oldham, Stockport & Altrincham)

University of Huddersfield

University Centre Oldham

(Leeds)

University of Leeds

(London West)

University of the Arts London

(London East)
University of East London

(London North)
City University London

(London South)
London South Bank University

SENIOR HUMAN RESOURCES OFFICER

Supported line management and gave advice on a range of staff issues within the student administration service. I was the key point of contact across the university, identified office staff training needs and completed project work e.g. implementing new staff policies.

My role involved ensuring that the university's recruitment needs were met in close collaboration with senior management and the Human Resource Manager. I further dealt with discipline and performance management issues. One of the most interesting parts of my position was to assist the Human Resources Manager in developing, implementing and evaluating staff policies and recruitment strategies.

Due to the Human Resources Managers extensive external commitments, I acted as the Human Resources Manager on several occasions and had the day to day management responsibility of a HR team of four people. Though I am happy with my current role, I am ready to take on new responsibility and am therefore looking for a position as **Human Resource Manager/change to title of position being applied for.**

May 2006 to April 2007 **Nottingham Evening Post, Nottingham**

HUMAN RESOURCES COORDINATOR

Reporting to the HR Manager, I had a varied remit of responsibilities, including providing 1st line advice and guidance on HR policies and procedures. I supported the HR Manager with the recruitment process, including posting adverts, interview coordination, feedback to candidates and offer letters. As well as these tasks, my position included providing an effective HR administration service and ensuring the HR system was up to date and accurate at all times.

I assisted the HR Manager on ad hoc projects, involving development of evaluation of staff policies and implementing a more strategic approach to human resources management within the organisation. This effectively meant that we could cut back on the number of temporary staff and increase the retention rate.

I left this job to follow my husband who had been asked to relocate to **xxx** by his company.

2002 to May 2006 Whitbread, Graduate HR Scheme, Bedfordshire

HR GRADUATE, LATER HUMAN RESOURCES ADVISOR

Following a rotational scheme, I undertook a wide range of placements including Resourcing, Talent Management, Employment Policy, and Learning & Development. Through these placements, I gained exposure to all areas of Whitbread's business. As well as teaching me about the various aspects of the HR role, it gave me practical experience across the HR field.

After 18 months as a graduate I progressed to become a human resources advisor, which included providing the day to day advice regarding company policies to employees across a wide range of functions. As a result of this

work I became engaged in the evaluation of existing policies and the development and implementation of improved staff policies.

IT SKILLS

Experienced and confident user of most Microsoft Office programmes, including Word, Excel, Access and PowerPoint.

During my graduate position I was introduced to a HR Information System and various other company specific applications such as time management systems and a Citrix based Learning Management System.

OTHER INTERESTS

I enjoy being active in my private life as well as professional life. In my spare time I like reading, swimming and listening to music. I spend most of my weekends with family and friends and enjoy cooking.

OBJECTIVE AND PERSONAL STATEMENT

I am looking to progress my career in a more senior Human Resources Management role. My degree as well as my previous work experience has taught me about the various aspects in Human Resources Management and I am now ready to take on a more senior role.

I believe I am suited to this role because:

- I have several years experience working in Human Resources with a proven record of involvement in all aspects of HR
- I have excellent communication skills and have experience with liaison with all levels of staff across a range of industries
- I am ready to progress to a more senior role and would revel in the opportunity for a challenge
- I am a sociable and friendly person and a good team player
- I am always enthusiastic and willing to learn new skills

REFERENCES

Please approach me before contacting my referees.

Alex Coster
Nottingham Evening Post
Castle Wharf House
Nottingham
NG1 7EU

Peter Clarke
LOCAL UNIVERSITY
ADDRESS

Birmingham
Birmingham City University
Perry Barr
Birmingham
B42 2SU

Dudley, Walsall and Wolverhampton

University of Wolverhampton
Wulfruna Street
Wolverhampton
WV1 1LY

Bradford
University of Bradford
Richmond Road
Bradford
BD7 1DP

Bristol
University of the West of England
Frenchay Campus
Coldharbour Lane
Bristol
BS16 1QY

Glasgow
University of Glasgow
University Avenue
Glasgow
G12 8QQ

Bolton and Bury
The University of Bolton
Deane Road
Bolton
BL3 5AB

Manchester
The University of Manchester
Oxford Road
Manchester
M13 9PL

Oldham, Stockport & Altrincham
University of Huddersfield
University Centre Oldham
Cromwell Street
Oldham
OL1 1BB

Leeds
Human Resources Department
University of Leeds
Leeds
LS2 9JT

London West
University of the Arts London
65 Davies Street
London
W1K 5DA

London East
University of East London
Stratford Campus
University House
Romford Road
LONDON
E15 4LZ

London North
City University London
Northampton Square
London
EC1V 0HB

London South

London South Bank University
103 Borough Road
London
SE1 0AA

Att: If name appears or HR dept
Company Name
Address
Postal Code

Applicant Name
Applicant Address
Applicant Postal Code

Dear XXXX,

I am writing to you concerning the position of (XXXX position) open at your organisation.

I am looking to progress my career and am therefore interested in moving into a more senior Human Resources Management role. My degree as well as my previous work experience has taught me about the various aspects in Human Resources Management and I would revel in the opportunity to apply my skills in a position in XXX company name.

I believe I am suited to this role because I have several years experience working in Human Resources with a proven record of involvement in all aspects of HR. I am an excellent communicator and have experience with liaison with all levels of staff across a range of industries.

As well as my professional skills, I am a sociable and friendly person and a hardworking individual who is always enthusiastic and willing to learn new skills. I believe a position within your company would suit my skills and personality and I would appreciate to get the opportunity to discuss this further at an interview.

Yours Sincerely,

CURRICULUM VITAE

FULL NAME:DATE OF BIRTH: 4TH JUNE 1977

NATIONALITY: BRITISH

E-MAIL (PREFERRED METHOD FOR CONTACT):**ADDRESS:****PHONE NUMBER:**

SUMMARY

CIPD qualified HR professional with several years of experience across a range of different companies. Pragmatic and determined with a strong knowledge of the strategic aspects of HR. Ready to progress to a more senior role as a **Human Resources Manager**. Have recently moved to **XXX** to be closer to my family.

I am hard working, reliable, have great time management skills and am used to juggling complex issues. My previous colleagues have described me as highly motivated, committed and positive.

EDUCATION AND QUALIFICATIONS**2001 - 2004 Qualified for CIPD (Professional Development Scheme)****1995 - 1998 BA Management Studies****1988 - 1995 Hind Leys Community College, Leicestershire****A-levels**

Grade B for Business Studies and English

Grade C for History

GCSEs:

Grade A for Business Studies

Grade B for English and History

Grade C for ICT, Spanish, Maths, and RE

KEY ACHIEVEMENTS IN MOST RECENT ROLE**Policy Development**

In my most recent position I was responsible for ensuring company compliance relating to HR policies and practices. This role involved leading the research, design, delivery and implementation of HR employment policies to support the European business and the production and delivery of monthly Legal Bulletins communicating to the team on forthcoming legislative changes and relevant employment law news. Responsible for launching, leading and guiding the UK HR Policy Committee ensuring that all areas of the business needs are met, focusing on both a legal standpoint and the operational viability.

Employee Relations

Operated as a key business partner to the European HR function and Management Teams, responsible for advising and coaching on employment law and employee relations issues with the objective of minimising risk to the company. In addition, I was involved in developing necessary interventions to find the best possible solutions. This included investigations, disciplinary, grievance

and other employee related matters.

Absence Management

Dealing with absences, long term sickness and occupational health across various employee groups. Was responsible for researching, proposing and making recommendations for the introduction of a Healthy Living programme to not only promote health and fitness to employees but to further assist in the absence reduction strategy.

Recruitment & Selection

Design of a competency based Recruitment & Selection interview process in line with company success factors. Through advising and coaching HR and the Management Team, this led to a more structured selection process. Involved in redesign of role descriptions to include performance indicators enabling HR and the Management team to have a clear understanding of accountability and KPIs for each role, leading to more effective quarterly and end of year performance reviews. Recruitment and selection for various positions, internally and externally, up to managerial level demonstrating a highly customer-focused approach, strong communication and the sensitivity and analytical ability to grasp candidates' and clients' requirements accurately.

PREVIOUS POSITIONS

2005-2008 Human Resources Advisor 3M Healthcare Ltd, Leicester

As well as the described key achievement I managed a team of 7 Human Resources Advisors and Assistants.

2003-2005 Senior Human Resources Officer, Lafarge Aggregates Ltd, Leicester

In this position my responsibilities focused on redeveloping staff policies in regards to recruitment, absence management and introducing a new broader banded salary scheme.

2001-2003 Human Resources Officer, Bristol International Airport, Bristol

Involved in recruitment and internal restructuring during a period of rapid growth of the organisation.

1999-2001 Human Resources Assistant, Britannia Zinc, Bristol

1998-1999 Office Assistant, Britannia Zinc, Bristol

OTHER SKILLS AND INTERESTS

Familiar with the Microsoft Office package and PeopleSoft.

I have a keen interest in literature and music and enjoy going to modern art exhibitions. Most of my free time is spent with my family, which include our two daughters aged 6 and 4.

MY REFEREES

Clara Smith
Lafarge Aggregates (UK) Ltd
Granite House, PO Box 7388
Watermead Business Park
Leicestershire
LE7 1WA

Sarah Cardwell
3M House
Morley Street
Loughborough
LE11 1EP

Dear Sir/Madam,

I have recently moved to **XXXcity of application** and am now looking to further my career within human resources management. I have several years experience from a variety of different organisations and am keen to apply my skills in a new setting.

My previous managers have described me as hard working, diligent, attentive to details and a great colleague. I am a highly professional manager aiming to make a difference and applying my skills and experiences in the best way possible.

My most recent positions have given me an extensive knowledge of recruitment, absence management, employee relations and policy development and I would value the opportunity to utilize these experiences within **XXXNAME OF COMPANY**. Please see the attached CV for a further description of my previous roles and educational background.

Yours Sincerely,

Name

Email (best way to contact me): xxx

Telephone: xxx

Address: xxx

Date of birth: 02/02/1986

Nationality: British

OBJECTIVE

I am an enthusiastic and experienced IT support/helpdesk Analyst looking for a new job in a similar role since I would like to gain experience within other types of industries.

I have occupied two similar roles and I have steadily built up excellent experience in my past work history. The broad range of jobs I have undertaken has equipped me with the ability to work equally well on my own initiative or as part of a team. I have excellent communication, customer service and problem solving skills. I am hard-working and always keen to get stuck into a diversity of tasks.

Add to this my specialist technical expertise, proven through my recent qualifications, and I firmly believe I would be a great contributor to the role and true asset your organisation.

EDUCATION

John Port School, Derby, 1997-2004

GCSEs: Maths: B, English language: C, English literature: D, Business Studies: A, Science double award: CC, French: C

A Levels: Business Studies: B, ICT double award: BC

Professional qualifications:

MCP 70-210 Windows 2000 Professional,
MCP 70-215 Windows 2000 Server,
MCP 70-216 Windows 2000 Networking Infrastructure,
MCP 70-217 Windows 2000 Installing, Configuring and Administering Active Directory 2000,
MCP 70-248 Implementing and Managing Microsoft Exchange Server 2003, European Computer Driving License.

EXPERIENCE

June 2006 – July 2008, Information Services, University of ADJUST THIS TO A UNIVERSITY IN LOCAL AREA, see list below, IT Support Technician

(Birmingham)

Birmingham City University

(Dudley, Walsall and Wolverhampton)

University of Wolverhampton

(Bradford)

University of Bradford

(Bristol)

University of the West of England
Frenchay Campus

(Glasgow)
University of Glasgow

(Bolton and Bury)
The University of Bolton

(Manchester)
The University of Manchester

(Oldham, Stockport & Altrincham)
University of Huddersfield
University Centre Oldham

(Leeds)
University of Leeds

(London West)
University of the Arts London

(London East)
University of East London

(London North)
City University London

(London South)
London South Bank University

In this role, I provided technical support to university staff and students. Since this work was carried out as part of a team I learnt the valuable lessons of communication which are essential for successful teamwork. Using my expertise, I maintained IT-related equipment used for teaching and administration. I set up and configured new computer equipment using standard procedures and I now appreciate the value of following instructions closely.

I was responsible for the backup routine and disaster recovery – an essential daily task which taught the importance of time-management and responsibility. I also kept apace of IT related inventory/asset register/software licenses which meant placing the work I do within a broader context. I also ensured compliance with Nottingham's I.T. policy from other individuals. I was responsible for establishing and maintaining the student hall's network and account creation. Providing face-to face IT assistance to university staff, delivering IT-related staff training courses and archiving training materials, meant that my professional social skills too were further developed in this position.

Nov 2004- May 2006, IT Helpdesk Support, Derby City Council (18 months contract)

In this job I had to provide 1st and occasional 2nd line IT support and helpdesk advice on the IT systems and application configurations via telephone and emails. It was my responsibility to perform

hardware upgrades, new installations and carry out routine maintenance procedures. The routine importance of these tasks gave me excellent time-management skills. I installed and configured software to agreed standards under the direction of the IT manager.

I maintained computers in the entrance area used by customers and also proactively provided help to customers – listening to problems, explaining difficult concepts easily and providing the highest level of customer service. I also updated the Council website and facilitated use of the website. I ensured network security policies were followed and was involved in regular checks for virus's. I was also called upon to execute other general technical support and services as required, a testament to my flexibility at work.

I moved on from this position in order to relocate to XXX to live closer to my partner.

Experience Hardware/Software:

I have a good basic understanding of HTML, JavaScript and Flash web development languages. I am experienced working with SQL, Microsoft Exchange, Microsoft Office, Network security and firewalls. I also have experience working with Citrix, FoxPro and Active Directory. Finally I have a significant understanding of Hardware ranging from Laptops to Printers, diagnosing and solving any problems that may arise.

SKILLS AND ACTIVITIES

My professional interest into IT extends into my private life. I am a keen photographer and enjoy using my Apple Mac to produce special effects for my work. Friends regularly call upon my creative computer skills. For example, I have often designed gig posters for friends of mine whom are in amateur bands.

I am a frequent visitor to museums, art galleries and other places of cultural interest. I have a particular curiosity for surrealist and postmodernist art. I also enjoy watching live music and socialising with friends in my spare time.

I have a full clean driving licence.

REFERENCES

Rakesh Patel (IT Manager)
Information Services,

Chose university:

Birmingham City University
Perry Barr
Birmingham
B42 2SU

University of Wolverhampton
Wulfruna Street
Wolverhampton
WV1 1LY

John M. O'Bryan (IT Manager)
Council House,
Corporation Street,
Corporation Street,
Derby DE1 2FS

University of Bradford
Richmond Road
Bradford
BD7 1DP

University of the West of England
Frenchay Campus
Coldharbour Lane
Bristol
BS16 1QY

University of Glasgow
University Avenue
Glasgow
G12 8QQ,

The University of Bolton
Deane Road
Bolton
BL3 5AB

The University of Manchester
Oxford Road
Manchester
M13 9PL

University of Huddersfield
University Centre Oldham
Cromwell Street
Oldham
OL1 1BB

Human Resources Department
University of Leeds
Leeds
LS2 9JT

University of the Arts London
65 Davies Street
London
W1K 5DA

University of East London
Stratford Campus
University House
Romford Road
LONDON
E15 4LZ

City University London
Northampton Square
London
EC1V 0HB

London South Bank University
103 Borough Road
London
SE1 0AA

Name
Address
Email
Phone

Employer
Address

To Whom It May Concern:

I am an enthusiastic and experienced IT support/helpdesk person looking for a new job in a similar role since in another industry. I am interested in the role of (XXXX Job Title) that (XXXX Employer) is advertising and feel that I would be a valued talent at your company.

I have occupied a couple of similar roles and I have steadily built up excellent experience in my past work history. The jobs I have undertaken has equipped me with the ability to work equally well on my own initiative or as part of a team. I have excellent communication, customer service and problem solving skills. I am hard-working and always keen to get stuck into a diversity of tasks.

In regards to specific skills, I have a good basic understanding of HTML, JavaScript and Flash web development languages. I am experienced working with SQL, Microsoft Exchange, Microsoft Office, Network security and firewalls. I have provided assistance with a variety of issues regarding hardware ranging from Laptops to Printers, telephones and ordinary stationary PCs.

Add to this my specialist technical expertise, proven through my educational history, and I firmly believe I would be a great contributor to the role and a true asset your organisation.

Yours Sincerely,

CURRICULUM VITAE

NAME: XXX
DATE OF BIRTH: 26/03/1984
E-MAIL (PREFERRED FOR CONTACT): XXX
ADDRESS: XXX
PHONE NUMBER: XXX
NATIONALITY: BRITISH

OBJECTIVE

I am an experienced IT support analyst whose professionalism and skills will add value to any Support desk.

I possess an excellent knowledge of computer hardware, software and peripherals. These include servers, monitors, plotters and printers. I am also highly experienced in installing, configuring, upgrading, troubleshooting and repairing various IT equipment, as well as being confident with networking tools (LAN and WAN). I have good experience with applications such as MS SharePoint, Citrix and Microsoft Office. Thus I am perfectly suited to offer all round support to most IT systems. I also have some html and Java experience.

My technical expertise is supplemented with excellent communication and interpersonal skills. I work well independently and as part of a team. My most recent role demanded excellent customer handling through a difficult take-over period.

I have recently moved to XXX to be nearer to my partner's family and I am looking for a new challenge in line to expand my skills and experience.

EDUCATION AND QUALIFICATIONS

1995-2002: King Egbert School, Sheffield

A-Level Physics: C and Mathematics: C

GCSE: IT: A, Mathematics: B, Science (double subject): B & B, Literature: C, English Language: C, Geography: C, French: D

Key qualifications gained while working

CompTIA A +

CompTIA Net +

Managing and Maintaining a Microsoft Windows Server 2003 Network Environment

Experience

Microsoft Windows XP / NT / 98 / 2000

MS Office 2003

SQL Server

Physical & Virtual Network architectures

Email system management (Exchange 2007, Outlook 2003)

Network Firewalls & Security (LAN & WAN)

Active Directory

HTML, Java, C+, Flash, Visual Basic

WORK EXPERIENCE

2006-2008: 1st and 2nd line Helpdesk Support Balfour Beatty Rail Track Systems, Sheffield

My responsibility included supporting Windows 2000 and NT problems at desktop and server level. I was responsible for providing 1st and 2nd line desktop support for both onsite and remote users, together with basic network administration and maintenance, back-ups, password resets etc. The role had a strong customer service focus and I enjoy being able to solve people's problems.

2003-2006: 1st line Support PricewaterhouseCoopers, Sheffield

I provided hands-on support to 150 Windows 98/2000 PCs and laptops. Together with a team of IT support Analysts, I was responsible for installations and configurations for new starters as well as being involved with upgrades and backups. I also provided assistance to the support manager in rolling out new system and data migration, this included setting up users for the new company Intranet

2002-2003: Receptionist PricewaterhouseCoopers, Sheffield

I was the first point of contact for all queries. The position gave me a good overview of the organisation and a professional face-to-face and professional manner. Duties included occasional filing, copying and data base updating. I also assisted with practical issues such as ordering deliveries, taxis and general administrative tasks. While in this role, I realised that I enjoyed working with clients and that I have a natural ability to help my colleagues with IT related issues. When a position as 1st line support appeared I therefore made the change to 1st line Support.

INTERESTS

I am a great music enthusiast, and spend a fair deal of my spare time compiling and mixing electronic music using Apple Mac software. Until my recent move, I combined my love of music and socialising with a weekend DJ residency at Bass Bar, Sheffield.

I am a keen runner and regularly go to the gym. Since 2005 I have taken part in the Great North Run for Cancer Research. When I would prefer to do something a little less taxing, I enjoy watching cult films and cooking.

REFEREES

I would appreciate if you could contact me before approaching my referees.

Andrew Brindle
Balfour Beatty Rail Track Systems
Shepcote Lane
Sheffield
S91QU

Matthew Talbot
IT Manager
PricewaterhouseCoopers,
1 East Parade
Sheffield
S1 2ET

Address
Name

Employer
Address

Dear Sir/Madam,

I have recently moved to (XXXX Area) to be nearer to my partner's family and I am looking for a new challenge in line with my skills and experience. I am very interested in the position of (XXXX Job Title) at (XXXX Company). I am an experienced support analyst(insert role name) whose professionalism and skills will add value to operations and customer services.

I possess an excellent knowledge in computer hard ware, software and peripherals such as server, monitors, cables, plotters and printers. I am also highly experienced in procedures for installing, configuring, upgrading, troubleshooting and repairing software, hardware and peripherals. My knowledge is up to date with all modern applications, networks and telecommunications. I have professional experience with various hardware and software solutions and am always keen to learn more. I therefore believe I would be perfectly suited to offer all round support to most IT system.

My technical expertise is supplemented with excellent communication and interpersonal skills. I work well alone or as part of a team. I am a hard working self-motivated person who has excellent organisational and communication skills. I believe that I would make a significant contribution to (XXXX Company) and would appreciate being given this opportunity.

Yours Faithfully,

NAME: xxx
DoB: 4th February 1985
Nationality: British

I am best contacted by email: xxx
Address: xx Road, x town, x Tel: xxx

**PERSONAL
STATEMENT**

I believe that my current skills and past experience will enable me to become an effective member of any team. I always aim to complete work to a high standard and am conscientious about resolving issues swiftly and successfully. I am passionate about developing my career in IT and welcome challenges in a new environment. My ideal role would allow me to utilise and build upon my current skills but also to widen my knowledge and expertise to a new area.

**EDUCATION AND
SKILLS**

College of Central London
2003 to 2005

BTEC National Diploma in Computer Science

Ashfield Comprehensive School, Nottingham
1996 to 2001

9 GCSEs: Maths: B, English Language: C, English Literature: C, Chemistry: B, Physics: C, Humanities: C, Design (graphics): C, Business Studies: C, French: D.

Relevant additional qualifications

- HDI Helpdesk Analyst
- MCP 70-215 880, MCP 70-210 906, MCP 70-218 904

IT Experience:

Over my career in IT apart from my relevant professional qualifications I have also obtained substantial experience with a number of widely used software and hardware packages. I am more than comfortable working with SQL Server, Email Clients such as Microsoft Exchange Server 2003 and 2007, using Active Directory, Microsoft Outlook and all Microsoft Office products. I am experienced with a number of Internet programming languages such as C#, Flash, Visual Basic and HTML. I further have experience with Citrix. This wide range of experience makes me suitable for almost any support role.

WORK EXPERIENCE

2005-2008 Technical support, BUPA Wellness Centre, city of application (see references below) - contractor

- Worked in a team supporting using TCP/IP technology, Windows, XP, Exchange and CITRIX to provide technical support for hardware/software issues,
- hardware configuration/installation
- networking/infrastructure administration and maintenance
- Server support. Day-to-day monitoring to the backup solution and cross-domain backups.
- Liaising with other team members to ensure the timely resolution of support issues.
- Monitored anti virus software
- Troubleshooting various IT issues remotely such as broadband issues, Dial-up problems, Printer configurations, POP3 accounts errors, handling Windows XP, Vista problems, Office 2003 and 2007 problems.

2003-2005 Support Technician, Universal Music, London, part time

- Server Support: As a part of a team I supported more than 100 servers, most of which were HP, distributed across a WAN covering UK and Europe.
- Other duties included 1st line support via telephone and email to users across UK
- Advising on anti virus and spam protection
- Resolving problems as quickly and professional as possible in regards to problems based on software, hardware, desktop or internet issues

This position gave me hands-on experience while studying and it was a great advantage to have the practical background to support my learning.

2002-2003 Helpdesk Analyst, St Bartholomew's Hospital, London

- First line desktop support including looking after bespoke Hospital software and Office applications run on a variety of Windows 95,98 and Linux machines over a Novell 3.12 and 4.11 Network with some NT4.
- Administration: preparing monthly activity report.
- Setting up new users on the Novell Network using SYSADMIN.
- Communicating with a variety of employee groups across the Hospital demanded strong communication skills

The experiences gained in this position gave me the desire to gain an official qualification within IT. Unfortunately the hospital could not offer me a part time position at that stage, which was the reason for my shift to Universal Music.

INTERESTS

When I'm not keeping up to date with IT and gaming advances, I am a keen Scuba diver. I have travelled extensively pursuing this interest as well as visiting many dive sites in the UK. I am currently working towards a PADI Divemaster qualification which will allow me to take groups of less experienced divers into the water.

REFERENCES

Please contact me before approaching my referees.

Robert Finch

Bupa Wellness Centre

111 Piccadilly

Manchester

M1 2HY – see <http://www.bupa.co.uk/wellness/asp/locations/index.asp> for address in local area

Norman Wainwright

Universal Music,

364-366 Kensington High Street,

London,

W14 8NS.

Name:
Address:
Phone:
Email:

Employer
Address

Dear Sir/Madam,

I am writing to you with regards to the position of (XXXX Job Title) in (XXXX Area). I have been working with IT since 2002 and have covered a wide array of systems and software. I have gained a range of relevant experiences with MS operation systems and programs, Citrix, Helpdesk Analysis, MCP as well as Server and Network maintenance.

I believe that my current skills and past experience will enable me to become an effective member of any team. I always aim to complete work to a high standard and am conscientious about resolving issues swiftly and successfully. I am a sociable self-starter and enjoy the communicative aspects of supporting functions.

I am passionate about developing my career in IT and welcome challenges in a new environment. My ideal role would allow me to utilise and build upon my current skills but also to widen my knowledge and expertise to a new area. Following a period of temporary work I am keen to make a long term contribution (If Job is permanent, otherwise delete). I feel that working for (XXXX Company) would allow me to do this and believe that I would be a valuable asset in your organisation.

Yours Sincerely,

NAME

Email (best way to contact me): XXX

Telephone: XXX

Address: XXX

Date of birth: 02/02/1981

Nationality: British

OBJECTIVE

I am an enthusiastic and experienced IT support technician looking for a new role since a recent relocation to **CITY OF APPLICATION**.

I have occupied several roles in IT and have steadily built up excellent experience. The broad range of jobs I have undertaken has equipped me with the ability to be thorough and accurate under considerable deadline pressures. I enjoy a customer-facing environment and have excellent communication, customer service and problem solving skills. I am hard-working and always keen to get stuck into a diversity of tasks.

Add to this my specialist technical expertise, proven through my educational history, and I firmly believe I would be a great contributor to the role and a true asset to your organisation.

EDUCATION

John Port School, Derby, 1992-1999

A Levels: Business Studies: B, ICT double award: BC

GCSEs: Maths: B, English language: C, English literature: D, Business Studies: A, Science double award: CC, French: C

Professional qualifications

Microsoft Certified Systems Administrator on Windows Server 2003

Microsoft Certified Desktop Support Technician

MCSE 70-248 Implementing and Managing Microsoft Exchange Server 2003

EXPERIENCE

June 2006 – September 2008, Information Services, University of Nottingham: IT technician

I was responsible for establishing and maintaining the student hall's network and account creation, delivering IT-related staff training courses and performing backup routine and disaster recover. I also kept apace of IT related inventory/asset register/software licenses and ensured compliance with Nottingham's I.T. policy which meant placing the work I do within a broader context. Other tasks included firewall administration, Lotus Notes administration and resolving PC hardware issues.

Most recently, I closely assisted the IT Manager in designing and implementing a new Citrix platform solution over several months. I was awarded the MCSA during this period. This position gave me a broad understanding of the various elements which needs to function optimally in order for students and staff to have a positive experience with IT.

Nov 2004- May 2006, IT support officer, Derby City Council (18 months contract)

Provided first and second line IT support and helpdesk advice regarding operating systems and application settings via telephone and emails. It was my responsibility to perform hardware upgrades, new installations and carry out routine procedures. I installed and configured software to agreed standards under the direction of the IT manager. I maintained computers in the entrance area used by customers and also proactively provided help to customers – listening to problems, explaining difficult concepts easily and providing the highest level of customer service. I also updated the council's website and facilitated its use using JavaScript, HTML, CSS, Visual Basic and Flash. I ensured network security and virus testing. I was also called upon to execute other general technical support and services as required, a testament to my flexibility at work.

Jan 2003- Jan 2004 Account Coordinator, Grade Computer Solutions, Derby

In this position my task involved building, installing and testing new PC systems. Since these were formulated to a customer specification, following complex instructions with accuracy became essential. I also provided sales advice, in particular regarding to networking and performance computing. I enjoyed sharing my specialist knowledge and helping customers make the best choices for themselves. I had the perspective to design a stock database to streamline yearly stock take. I had to work very closely with all departments, e.g. logistics and sales, to ensure that customers' expectations were met. This gave me great communication skills. My work resulted in customers' 1st line calls and complaints being reduced by a third, since I had enhanced communication across all departments.

Other relevant work experience:

Apr 2004- Sep 2004 Temporary Recreational Assistant, Green Bank Leisure Centre, South Derbyshire County Council

This was primarily a customer service role, in which I greeted and assisted customers, carefully set up equipment, banked the daily takings, answered phone bookings and dealt with queries, and had to stock and check the vending machines on a daily basis.

Oct 2000- Oct 2001 Counter Sales Adviser, Pear Tree Post Office, Derby.

Working in the Post Office, I was mainly responsible for cash-handling and dealing with customers – both on the telephone and face-to-face. I also assisted with the stock checking and ordering in replenishments.

OTHER SKILLS AND ACTIVITIES

My professional interest into IT extends into my private life. I am a keen photographer and enjoy using Apple Mac software to produce special effects for my work. Friends regularly call upon my creative computer skills. For example, I have often designed gig posters for friends of mine whom are in amateur bands.

I am a frequent visitor to museums, art galleries and other places of cultural interest. I have a particular curiosity for surrealist and postmodernist art. I also enjoy watching live music and socialising with friends in my spare time.

REFERENCES

–please inform me if you intend to contact Rakesh or John.

Rakesh Patel (IT Manager)
Information Services, University of Nottingham,
King's Meadow Campus,
Lenton Lane,
Nottingham
NG7 2NR

John M. O'Bryan (IT Manager)
Council House,
Corporation Street,
Derby
DE1 2FS

To Whom It May Concern:

I am an enthusiastic and experienced IT technician looking for a new job in a similar role since I have recently relocated to **PLACE OF APPLICATION**. I am interested in the role of **(XXXX Job Title)** that **(XXXX Employer)** is advertising and feel that I would be an asset to your company.

I have occupied a multitude of similar roles and I have steadily built up excellent experience in my past work history. The broad range of jobs I have undertaken has equipped me with the ability to work equally well on my own initiative or as part of a team. I have excellent communication, customer service and problem solving skills. I am hard-working and always keen to get stuck into a diversity of tasks.

During my career in the IT industry I have obtained a multitude of qualifications. This includes Windows 2000 server and Network infrastructure, Configuring and Administering Active Directory 2000 as well as MCSE 70-248 Implementing and Managing Microsoft Exchange Server 2003. I am Microsoft Desktop Support Certified and have experience with JavaScript and HTML.

In summary, I believe I have the professional experience, qualifications and personal skills which would ensure my success in the role.

Yours Sincerely,

CURRICULUM VITAE

NAME: XXX
DATE OF BIRTH: 26/03/1982
NATIONALITY: BRITISH
E-MAIL (PREFERRED FOR CONTACT): XXX
ADDRESS: XXX
PHONE NUMBER: XXX

MY OBJECTIVE

I am an experienced computer technician/IT support analyst whose professionalism and skills will add value to operations and customer services.

I possess an excellent knowledge of networks, hardware, software and peripherals and am highly experienced in procedures for their installation, configuration, upgrading, troubleshooting and repair. My knowledge in these areas is completely up to date. I have professional experience across a range of areas including Exchange Server, Citrix, TCP/IP networking and VMWare virtualisation. Thus I am perfectly suited to offer all round support to IT systems. In my spare time I enjoy Website Development and I am familiar with HTML, C#, CSS and JavaScript.

My technical expertise is supplemented with excellent communication and interpersonal skills. I work well alone and as part of a team. My most recent role demanded excellent customer handling through a difficult take-over period.

I have recently moved to CITY OF APPLICATION to be nearer to my partner's family and I am looking for a new challenge in line with my skills and experience.

EDUCATION AND QUALIFICATIONS

1993-2000: King Egbert School, Sheffield

A-Level Physics: C and Mathematics: C

GCSE: IT: A, Mathematics: B, Science (double subject): B & B, Literature: C, English Language: C, Geography: C, French: D

Key qualifications gained while working

Microsoft Certified Desktop Support Technician (MCDST)
XP Professional – 70-270 qualification
Microsoft Windows Server 2003
Microsoft Exchange 2003

WORK EXPERIENCE

2003 to June 2008: Project Manager and 2nd line IT Support
Balfour Beatty Rail Track Systems, Sheffield

I have played a key part in projects regarding domain and exchange migrations, installing and configuring Citrix platform solutions, Sharepoint solutions and implementing enterprise vault as an email and file archiving solution. There were some major challenges to be faced to integrate systems from the original organisation (Edgar Allen) when Balfour Beatty took over the company, and I was heavily involved in handling support throughout this successful process.

2002-2003: 1st and 2nd line Support Engineer
Ronseal Ltd, Sheffield

My responsibility included supporting Windows 2000 and NT problems at desktop and server level. I also worked closely on Exchange 5.5 and 2000, SQL and IIS servers and fulfilled several projects within deadlines.

2001-2002: IT Support Engineer
PricewaterhouseCoopers, Sheffield

I provided hands-on support to about 300 Windows 98/2000 PCs and implemented the Intranet for different groups. Responsible for installations, upgrades, backups and helpdesk support. Provided assistance to IT manager in rolling out new system and data migration.

2000-2001: HR Assistant
PricewaterhouseCoopers. Sheffield

I was the first point of contact for all HR-related queries. Other duties included ensuring the HR database was accurate and complied with relevant legislation. I also assisted in the recruitment process by setting up interviews and issuing correspondence to candidates.

INTERESTS

I am a great music enthusiast, and spend a fair deal of my spare time compiling and mixing electronic music using Apple Mac software. Until my recent move, I combined my love of music and socialising with a weekend DJ residency at Bass Bar, Sheffield.

I am a keen runner and regularly go to the gym. Since 2005 I have taken part in the Great North Run for Cancer Research. When I would prefer to do something a little less taxing, I enjoy watching cult films and cooking.

REFEREES –

Please approach me before contacting my referees

Andrew Brindle
Balfour Beatty Rail Track Systems
Shepcote Lane
Sheffield
S91QU

Matthew Talbot
Ronseal LTD,
Thornccliffe Park,
Chapelton,
Sheffield S35 2YP

Address
Name

Employer
Address

Dear Sir/Madam,

I have recently moved to (XXXX Area) to be nearer to my partner's family and I am looking for a new challenge in line with my skills and experience. I am very interested in the position of (XXXX Job Title) at (XXXX Company). I am an experienced computer technician/IT support analyst whose professionalism and skills will add value to operations and customer services.

I possess an excellent knowledge in computer hard ware, software and peripherals such as server, monitors, cables, plotters and printers. I am also highly experienced in procedures for installing, configuring, upgrading, troubleshooting and repairing software, hardware and peripherals. My knowledge is up to date and I have recently gained the MCDST qualification. I have professional experience with Share point Servers, Citrix and SQL and IIS servers. Thus I am perfectly suited to offer all round support to most IT systems.

My technical expertise is supplemented with excellent communication and interpersonal skills. I work equally well alone or as part of a team. I am a hard working self-motivated person who has excellent organisational and communication skills. I believe that I would make a significant contribution to (XXXX Company) and would appreciate being given this opportunity.

Yours Faithfully,

NAME: xxx
DoB: 4th February 1980
Nationality: British

I am best contacted by email: xxx
Address: xx Road, x town, x Tel: xxx

**PERSONAL
STATEMENT**

I believe that my current skills and past experience will enable me to become an effective member of your team. I always aim to complete work to a high standard and am conscientious about resolving issues swiftly and successfully. I am passionate about developing my career in IT and welcome challenges in a new environment. My ideal role would allow me to utilise and build upon my current skills but also to widen my knowledge and expertise to a new area.

**EDUCATION AND
SKILLS**

College of Central London
2000 to 2002

BTEC National Diploma in Computer Science

Ashfield Comprehensive School, Nottingham
1991 to 1996

9 GCSEs: Maths: B, English Language: C, English Literature: C, Chemistry: B, Physics: C, Humanities: C, Design (graphics): C, Business Studies: C, French: D.

Relevant additional qualifications

- CompTIA Network+ certification
- HDI Help Desk Analyst (HDA) Qualification
- Server/Workstation NT4&Network Foundation

WORK EXPERIENCE

2007-2008 Service Engineer, BUPA Wellness Centre, city of application (see references below) - contractor

- Server support: key member of a small team looking after more than 80 servers (mixture of HP and Dell) distributed over a WAN and Data centres throughout the country. Day-to-day monitoring to the backup solution and cross-domain backups. Liaising with other team members to ensure the timely resolution of support issues.
- Data Migration: using ADMT exchange migration tool and blackberry migration. Troubleshooting migration issues.
- Assisted the technical lead in a project using Prince2.

2006-2007, IT technician, UNIVERSITY IN CLOSE PROXIMITY (SEE REF. BELOW), CHOSE between (Birmingham) Birmingham City University

(Dudley, Walsall and Wolverhampton) University of Wolverhampton

(Bradford) University of Bradford

INTERESTS

(Bristol)
University of the West of England
Frenchay Campus

(Glasgow)
University of Glasgow

(Bolton and Bury)
The University of Bolton

(Manchester)
The University of Manchester

(Oldham, Stockport & Altrincham)
University of Huddersfield
University Centre Oldham

(Leeds)
University of Leeds

(London West)
University of the Arts London

(London East)
University of East London

(London North)
City University London

(London South)
London South Bank University

REFERENCES

temporary position

- Linux & Windows 2003 support to students and staff.
- Performance monitoring and troubleshooting of multiple servers
- Assisted with the day-to-day running of the WAN including desktop assistance, hardware maintenance and application support.

2004-2006 Network Analyst, Universal Music, London

- Server Support: I helped support more than 100 servers, most of which HP, distributed across a WAN covering UK and Europe.
- Other duties included monitoring system performance, installing new HP servers and Vmware servers, as well as AD upgrading using Quest.

2002-2003 Communication Officer, St Bartholomew's Hospital, London

- Helpdesk support: 1/2 line Desktop support including looking after bespoke Hospital software and Office applications run on a variety of Windows 95, 98 and Linux machines over a Novell 3.12 and 4.11 Network with some NT4.
- Administration: preparing monthly activity report and developing databases using FoxPro and Access. Setting up new users on the Novell Network using SYSADMIN.
- Private Patient Liaison: effectively communicating with patients and internal departments which developed my communication skills and customer facing skills

1996-2000 Bank Administrator, HSBC Bank, Nottingham

Various roles in a busy office processing applications and other customer correspondence.

- Handling a database for logging and tracking enquiries and training others to use this accurately
- Responding to customer account queries
- Ensuring the team was organised to process large volumes of applications efficiently

When I'm not keeping up to date with IT and gaming advances, I am a keen Scuba diver. I have travelled extensively pursuing this interest as well as visiting many dive sites in the UK. I am currently working towards a PADI Divemaster qualification which will allow me to take groups of less experienced divers into the water. I am also an amateur website designer in my spare time and have some knowledge of HTML, CSS, JavaScript, Flash and Visual Basic.

Please contact me before approaching my referees.

Robert Finch

Bupa Wellness Centre

111 Piccadilly

Manchester

M1 2HY – see <http://www.bupa.co.uk/wellness/asp/locations/index.asp> for address in local area

Norman Wainwright

Universal Music,

364-366 Kensington High Street,

London,

W14 8NS.

Name:
Address:
Phone:
Email:

Employer
Address

Dear Sir/Madam,

I am writing to you with regards to the position of (XXXX Job Title) in (XXXX Area). I have been working in the IT sector since 2002 and have covered a wide array systems and software. I have gained a range of relevant qualifications in CompTIA Network+ certification and Helpdesk Analysis and am experience with both Linux and Windows operation systems.

I believe that my current skills and past experience will enable me to become an effective member of any team. I always aim to complete work to a high standard and am conscientious about resolving issues swiftly and successfully. I am a sociable self-starter and have developed my organizational skills to help prioritise tasks allowing adequate time as to synthesize relevant solutions.

I am passionate about developing my career in IT and welcome challenges in a new environment. My ideal role would allow me to utilize and build upon my current skills but also to widen my knowledge and expertise to a new area. Following a period of temporary work I am keen to make a long term contribution (If Job is permanent). I feel that working for (XXXX Company) would allow me to do this and believe that I would be a valuable asset in your organization.

Yours Sincerely,

NAME:

DoB: 5th April 1988

Nationality : British

Address:

Tel:

I am best contacted by email:

RECENT WORK
EXPERIENCE

JUNE 2007 TO OCTOBER 2008

Office assistant, SELECT THE LOCAL COUNCIL

Local councils see

<http://local.direct.gov.uk/LDGRedirect/Start.do?mode=1>

Working as a part of the Human Resources Team my role included

- answering telephone enquiries,
- typing up letters,
- organising the filing systems,
- archiving,
- updating reports and assisting other departments with their administration tasks.
- data entry
- Calendar coordination and booking of meetings using MS Outlook

Through this role I developed a strong attention to detail and advanced my knowledge of MS Office Programs.

OCT 2006 TO JUNE 2007

XXXX change according to area job is being applied for)

Office assistant / administrator, Speedway Car and Van Hire, Bristol

Office assistant / administrator, Thrifty Car and Van Rental, Birmingham

Office assistant / administrator, Sixt Rent A Car, Walsall

Office assistant / administrator, United Rental Group (a Car rental firm), Finchley, London

Office assistant / administrator, P and P Car Hire, Bolton

Office assistant / administrator, Enterprise Rent A Car, Bradford

Office assistant / administrator, 1car1 Car and Van Rental, Manchester

Office assistant / administrator, 1car1 Car and Van Rental, Leeds

PREVIOUS WORK
EXPERIENCE

Office assistant / administrator, Thrifty Car and Van Rental, Glasgow

In this position I was the first point of contact for customers, suppliers and others. The position gave me an understanding of the office environment and a working knowledge of Word, Powerpoint, Excel and the orders database.

My duties included:

- answering incoming phone calls and putting calls through to the correct company section.
- dealing with incoming mail and sorting collections and deliveries
- helping to process rental orders and filing both these and company receipts for the reservations and accounts departments

- meeting and greeting customers and ensuring they were comfortable before meeting our sales persons
- general office duties (photocopying, checking stationery stocks, typing up any documents as required, filing etc.).
- ensuring customer and employee safety in an emergency - I was a trained fire marshal and first aider
- assisting the Office Manager by creating presentations using PowerPoint.

NOV 2005 TO SEP 2006 (P/T)

Worked shifts as a Barista (Coffee shop assistant), Starbucks,

(XXXX Change location according to where job is being applied for, has to be a different location than where job is applied for)

New Street, Birmingham

Islington High Street, London

I was responsible for:

- providing customers with prompt service, creating beverages and other products to order
- handling cash/ card payments and operating the till
- making sure all health and safety and sanitation guidelines were followed
- cleaning tasks in accordance with the duty rosters

EDUCATION

1999 – 2006

Chose from the following, has to be same location as job above

Bournville School, Birmingham

Islington Green School & City and Islington College

A Level grades:

Sociology C / English C / Geography D

GCSE grades:

Sociology B / English B / Maths B / IT B / Geography B / French D / CDT D / Science D

(XXXX If job being applied for is in Glasgow use school and grades below and leave out dates of attendance)

Hillpark Secondary School, Glasgow

Advanced Highers: History C

Highers: English B / History B / RE C / Computing Studies C

Standard Grades

Credit - English 2 / Maths 2 / Computing Studies 2 / History 2

General - Chemistry 4 / Religious and Moral Education 4 / PE 4 / French 4

PERSONAL STATEMENT

As an enthusiastic, confident, self-motivated and friendly person I am able to work on my own initiative and thrive in a team environment; I pride myself on my ability to work well under pressure. In addition, I am able to communicate confidently with people at all levels, in person, in writing and on the telephone. I am organised, flexible, reliable and keen to learn new skills.

I am confident and disciplined in any task that I approach. I am able to demonstrate an ability to establish priorities, manage time effectively and to respond appropriately to barriers without undue course of supervision.

**OTHER SKILLS/
INTERESTS**

I have the ability to deal sensitively and tactfully with customers.
I am skilled in using Microsoft Office software.
I have a driving licence.
I am trained in fire and safety issues.
I enjoy playing racquet sports (table tennis and badminton) and reading.

REFERENCE ONE

Please let me know if you intend to contact my referees

(XXXX Keep address as appropriate)

David Jones
Speedway Car and Van Hire
Speedway House
654 Fishponds Rd
Fishponds
Bristol
Avon
BS16 3HJ

David Jones
Thrifty Car and Van Rental
Express by Holiday Inn
Bickenhill Parkway
Birmingham NEC
Birmingham
West Midlands
B40 1QA

David Jones
Sixt Rent A Car
3 Crowns Service Station
Sutton Road
Walsall
WS9 0QH

David Jones
United Rental Group
242 Regents Park Road
Finchley
London
N3 3HP

David Jones
P and P Car Hire Ltd
Cannon Street Health Centre
Office 5
Cannon Street
Bolton
Lancashire
BL3 5AP

David Jones
Enterprise Rent A Car
244
Sticker Lane
Bradford
West Yorkshire

BD4 8RS

David Jones
1car1 Car and Van Rental
Arch 7
Corporation Street
Manchester
Lancashire
M4 4DG

David Jones
1car1 Car and Van Rental
7 Weaver Street
Leeds
West Yorkshire
LS4 2AU

David Jones
Thrifty Car and Van Rental
85 Lancefield Street
Glasgow
G3 8HZ

REFERENCE TWO

James Clark / Human Resources Manager

Insert Council Name

Council address

See <http://local.direct.gov.uk/LDGRedirect/Start.do?mode=1>

Dear (XXXX),

I am writing in the hope that you will consider me for the role of (XXXX).

For over a year now I have been working as an Office Assistant/Administrator at (XXXX previous company name) and I have thoroughly enjoyed the experience.

I believe I have the necessary skills and experience to become a valuable member of your organisation. I have good computer skills (Microsoft Office software) as well as filing skills. I believe my main assets include being able to organise and prioritise tasks. I can communicate clearly and efficiently on all levels and in different ways (in person, in writing and on the phone). I believe I am able to synthesize relevant solutions to any problem that may arise.

I am an enthusiastic, confident and self-motivated person who enjoys working within a team.

I would very much appreciate being given the opportunity to work for you and I look forward to hearing from you.

Yours Sincerely,

CURRICULUM VITAE

FULL NAME:

DATE OF BIRTH: 04 JUNE 1988

NATIONALITY : BRITISH

E-MAIL (PREFERABLE FOR CONTACT):**ADDRESS:****PHONE NUMBER:**

MY OBJECTIVE

Throughout the last few years I have received training and learnt invaluable skills which make me suitable for the role of **office assistant/office administrator/job title**.

I have the following good technical skills

- MS Office suite (specifically Word, Excel, PowerPoint, Access)
- Outlook Calendar Management
- Strong computer and internet skills
- Able to use most copying and printing devices
- Familiar with Customer Management Systems

I also believe I have the following attributes

- Team worker – I have worked in both a busy fast food restaurant and office environments
- Good eye for detail – I had to make sure that print products as well as their descriptions were accurate and had to ensure correspondence was dealt with quickly and correctly
- I am good at organising both myself and others – I had to manage both my time as well as arranging and booking meetings for others
- Good personable manner particularly on the telephone
- I am willing to turn my hand to many different tasks and I am a fast learner

MY EDUCATION AND QUALIFICATIONS

(XXXX Adjust school according to area job is being applied for. School has to be in different area)

1999 – 2006 *Monks Park School then City Academy, Bristol*

1999 – 2006 *Parrs Wood School, Manchester*

GCSEs:

Grade A for History

Grade B for English, Maths, Spanish and Business Studies

Grade C for ICT and RE

AS Levels:

Grade C for History

Grade C for Business studies

A Levels:

Grade B for Spanish
Grade D for General Studies

MY CURRENT WORK EXPERIENCE

November 2007 to present

Assistant Administrator, (XXXX change according to area job is being applied for)

Martix Accounting & Taxation Solutions, Bristol

Delta Accountancy Services, Birmingham

Sterling Finance Ltd, Walsall

Citybrooks Financial Services Ltd, London

Haywood Accountants, Bolton

Quality Business Services (Yorkshire) Ltd, Bradford

PKF LLP, Manchester

Sagars Chartered Accountant, Leeds

BDO Stoy Hayward, Glasgow

For this financial services/ accountancy firm I have several key administrative duties. These include retrieving and filing client notes for our consultants as well as any company correspondence. I also take minutes of meetings and make sure we have office stocks. I recently helped to negotiate a new office refreshments deal with a local supplier. I also do other general office duties - as in my previous periods of employment, such as answering phones, faxing, and dealing with incoming and outgoing mail, typing and any other tasks needed in the office.

MY CURRENT WORK EXPERIENCE

October 2006 to October 2007

(Temp work originally arranged by recruitment agency)

Office Assistant, (XXXX change according to area of schooling)

Press to Print Limited, Bristol

999print, Manchester

I worked at this busy printing company for a year and experienced the two busiest periods of the year (Christmas and Easter). My responsibilities included helping to managing diaries (via MS Outlook) and organising meetings between clients and design staff. Opening and processing all mail (invoices, cheques, purchase orders etc) and assisting with answering phones and putting through customers.

I also had to photocopy, create descriptions of the different products (using mainly Microsoft Word and Excel) and file copies of our printed products for clients. I also did any other administrative tasks as required by the company Director and design staff.

2004-July 2006

Sales Assistant, BurgerKing

While at school, I had a part time job at a fast food restaurant. The environment was high paced and I got experience with customer service and cash handling. I attended two different customer service workshops and was well liked by colleagues and customers alike.

MY OTHER SKILLS AND INTERESTS

I have a full driving licence with no point deductions.

I have received training in customer service

(XXXX change to “I speak good German” if in Glasgow otherwise “I speak fluent Spanish”).

I am very musical – I play the Spanish guitar and have been going to singing lessons.

MY REFEREES

I would appreciate if you could approach me before contacting my referees.

(XXXX Keep address as appropriate)

(XXXX Keep address as appropriate)

Clara Smith
Press to Print Limited
Bridge House
Baldwin Street
Bristol
BS1 1QB

Sarah Cardwell
Martix Accounting & Taxation Solutions
Redwood House
Bristol Rd
Keynsham
Bristol
BS31 2WB

Clara Smith
999print
251 Kingsway
Manchester
M19 1AL

Sarah Cardwell
PKF LLP
Sovereign House
Queen Street
Manchester
Lancashire
M2 5HR

Sarah Cardwell
Delta Accountancy Services
57 Stotfold Rd
Birmingham
West Midlands
B14 5JD

Sarah Cardwell
Sterling Finance Ltd
Storm House
Long Street
Premier Business Park
Walsall
WS2 9DY

Sarah Cardwell
Citybrooks Financial Services Ltd
201 Upper St
London
N1 1RQ

Sarah Cardwell
Haywood Accountants
1 Myrtle St

Bolton
BL1 3AH

Sarah Cardwell
Quality Business Services (Yorkshire) Ltd
Office 33 Black Dyke Mills Business Park
Queensbury
Bradford
BD13 1QA

Sarah Cardwell
Sagars Chartered Accountant
Elizabeth House
9-17 Queen St
Leeds
West Yorkshire
LS1 2TW

Sarah Cardwell
BDO Stoy Hayward
4, Atlantic Quay,
70, York Street,
Glasgow,
Lanarkshire
G2 8JX

Employer name
Address

Dear (XXXX),

I am writing to you regarding the (XXXX role at company) you have available, as I believe throughout the last few years I have learnt invaluable skills which make me well suited to this role.

These skills include a familiarity with computer applications including Microsoft Office and the skills to operate office equipment such as copy and printing machines. I also have good communication skills, strong internet skills as well as a good eye for detail, especially when I had to proof read print for clients.

I believe I am a good team worker and have thrived working in many different environments. I have developed my organization skills to a high standard, effectively managing my time as well as others where needed. I am a quick learner and am always motivated to learn new skills.

I believe these attributes will make me a valuable member of your company I would relish the opportunity to work for you.

Yours Sincerely,

Applicant name
Applicant address

Name
Email (preferred):
Address:
Phone Number:

DoB: 4th February 1986
Nationality: British

EDUCATION

1997 – 2004 Broxtowe College, Nottingham (now Castle College Nottingham)

Customer Service NVQ Level 3

GCSEs: English B, ICT B, Maths C, Art C, French D, Double Science grades D, Sociology D

EXPERIENCE

**April 2006
to October 2008 Wheatcroft Sims Associates, Nottingham**

OFFICE ASSISTANT/ ADMINISTRATOR

My duties within this business debt recovery company were:

- dealing with incoming telephone queries
- checking, ordering and replenishing stationery stocks
- scanning and photocopying documents
- booking and organising meetings for colleagues and taking and typing up minutes or other documents
- responsible for reorganising and maintaining the company's file archive system
- updating an Access database
- Creating spreadsheets in Excel
- meeting and greeting clients
- organising lunch and refreshments for meetings
- assisting teams and other members of staff where necessary and appropriate
- any other general duties

**January 2005
to March 2006 Nottingham Evening Post, Advertising dept, Nottingham**

OFFICE ASSISTANT

After temping for the Newspaper, I was offered a permanent position in the same department. My duties included:

- making and receiving telephone query calls about advertisement placements
- checking advert placement cost details with colleagues
- checking advert content
- dealing with all incoming correspondence (opening, logging and distributing mail)
- dealing with outgoing mail (folding and franking and occasionally taking mail to the post office)
- sending out advertisement rate details to customers
- typing up (in Microsoft word) and then logging adverts to be placed in the paper
- filing and photocopying
- any other admin work required by colleagues

July 2004

to January 2005

Office Angels Recruitment Consultants , Nottingham

VARIOUS TEMP JOBS

In this period I had a variety of temporary positions ranging from a day to a couple of weeks. The positions included

- Receptionist work
- Attending switchboards
- Data entry in Excel and Access
- Typing up handwritten notes
- Filing
- Telemarketing

These positions gave me a good understanding of a variety of industries and gave me office related skills.

August 2003

to July 2004

Sainsburys, Castle Boulevard Store, Nottingham

CASHIER

My responsibilities included:

- handling cash and card payments
- customer service
- helping to train and supervise new junior staff
- occasionally helping with re-stocking etc.

SKILLS AND ACTIVITIES

I love watching travel programmes and learning about other cultures.

I also enjoy running and hiking.

I have a driving licence.

OBJECTIVE AND PERSONAL STATEMENT

I have recently moved to (XXXX area where job is being applied for) and am looking for a job as an office assistant.

I believe I am suited to this role because:

- I have several years experience working as an office assistant and administrator in Nottingham where I worked on a wide variety of tasks
- I am computer literate and have good Microsoft Office skills as well as being good at using the internet
- I have good communication skills including a good telephone manner
- I am a sociable and friendly person and a good team player
- I am always enthusiastic and willing to learn new skills

REFERENCES

Fiona Bacon
Wheatcroft Sims Associates
3rd Floor Westminster Buildings
Theatre Square
Nottingham
NG1 6LG

Alex Coster
Nottingham Evening Post
Castle Wharf House
Nottingham
NG1 7EU

Dear XXXX,

I am writing to you concerning the position of (XXXX position) open at your organization.

I have recently moved to (XXXX area) and I believe that I would become a valuable part of your organization if given the opportunity.

I feel that I am well suited for this role because I have several years experience working as an office assistant and administrator in Nottingham, where I worked on a wide variety of tasks. I am computer literate and have significant experience with Microsoft Office.

Working as part of a team has helped me develop my communication skills as well a professional telephone manner. I am a very sociable and friendly person which has helped me become an effective team player. I am always enthusiastic and willing to learn new skills and would love to further my career as part of (XXXX Company name).

Yours Sincerely,

CURRICULUM VITAE

NAME

DATE OF BIRTH: 05 OCTOBER 1986

E-MAIL (PREFERABLE FOR CONTACT): XXX

ADDRESS: XXX

PHONE: XXX

NATIONALITY: BRITISH

MY OBJECTIVE

Working in Monsoon has given me a passion for retail. I have always had a strong interest in fashion and clothes and I have really enjoyed the social aspects of my job. I know that being a sales assistant is the right role for me. I am friendly and approachable and enjoy advising customers on what to buy. As Monsoon also has a concession of the jewellery brand 'Accessorize' in-store, I have experience of both clothing and jewellery sales.

I am a team player who is able to work on my own initiative when necessary and I am always committed to providing the highest level of customer service. I worked in a busy estate agency and this gave me some very valuable organisational skills and taught me how to work hard and under pressure. My first full-time job at Zizzi's also taught me about how to work in a team.

I left my job as a retail assistant at Monsoon to spend six months caring for my disabled brother. We now have more permanent care arrangements for him and I am now very keen to take on a new opportunity that will develop my retail experience.

EDUCATION

1998 – 2003 Ashfield Comprehensive School, Nottingham

5 GCSEs:

English Language C

Mathematics C

Science C

Religious Education B

Art B

WORK EXPERIENCE

(If job being applied for was Bristol, then was)

January 2007-April 2008

Sales Assistant: Monsoon, Bristol

(If job being applied for was Birmingham/Walsall, then was)

January 2007-April 2008

Sales Assistant: Monsoon, Middle Mall Bullring Birmingham

(If job being applied for was Croydon, then was)

January 2007- April 2008

Sales Assistant: Monsoon, Croydon

(If job being applied for was Bolton, then was)

January 2007- April 2008

Sales Assistant: Monsoon/ Accessorize, Bolton

(If job being applied for was Bradford, then was)

January 2007- April 2008

Sales Assistant: Monsoon, White Rose Shopping Centre, Leeds

(If job being applied for was Manchester, then was)

January 2007- April 2008

Sales Assistant: Monsoon, 13/15 King Street Manchester

(If job being applied for was Leeds, then was)

January 2007- April 2008

Sales Assistant: Monsoon, White Rose Shopping Centre, Leeds

(If job being applied for was Glasgow, then was)

January 2007- April 2008

Sales Assistant: Monsoon, Glasgow.

This was a highly enjoyable and demanding role that gave me a real taste for work retail. My responsibilities here included:

- Operating the customer service desk, including processing all payments and administering refunds
- Keeping stocks at the right level
- Organising shop floor displays and sharing my ideas for new ones
- Providing advice to customers and cross-selling where it was right for them

I was given a special bonus for my hard work to make the store run more smoothly. I reorganised the way that we stored the clothes and got in early to set up the shop for the day ahead.

October 2004-September 2006

Admin Assistant, David James Estate Agents, Nottingham

My responsibilities here included:

- Answering phones and taking initial enquiries
- Organising viewings for properties
- Getting photos of properties and property details ready for the website
- Keeping track of filing and updating computerised records

September 2003-September 2004

Kitchen Assistant, Zizzi Restaurant, Nottingham

My responsibilities here included:

- Washing and peeling vegetables and other food preparation work.
- Helping to bring in deliveries and arranging it correctly (in terms of expiry date) in the storage fridge and freezers.
- Keeping an eye on the quantities of food in the stores.
- Loading and unloading the dishwasher.

INTERESTS

I love cinema, and am particularly interested in classic films. I regularly attend film club nights, festivals and special screenings. I am very sociable and enjoy combining my film interests with social events. I am also a very keen cook taking every opportunity to make meals for family and

friends.

REFEREES

1st Reference – select appropriate address

Sarah Darling

(If job being applied for was Bristol, then was)
Monsoon,
7 New Broadmead
47 Union Street
Bristol
BS1 2DL

Gareth Davis
David James Estate Agents
317 Carlton Hill
Carlton
Nottingham
NG4 1GL

(If job being applied for was
Birmingham/Walsall, then was)
Monsoon,
Middle Mall Bullring
Birmingham
B5 4BE

(If job being applied for was Croydon, then
was)
Monsoon,
161-162 Whitgift Centre
Croydon
Surrey
CR0 1LP

(If job being applied for was Bolton, then was)
Monsoon/ Accessorize,
25 Market Street
Bolton
Greater Manchester
BL4 8EX

(If job being applied for was Bradford, then
was)
Monsoon,
White Rose Shopping Centre
Leeds
West Yorkshire
LS11 8LL

(If job being applied for was Oldham,
Stockport, Altrincham or Manchester, then
was)
13/15 King Street
Manchester
Greater Manchester
M2 6AW

(If job being applied for was Leeds, then was)

Monsoon,

White Rose Shopping Centre

Leeds

West Yorkshire

LS11 8LL

(If job being applied for was Glasgow, then was)

Monsoon,

Units 17-18

Princes Square,

49 Buchanan Street,

Glasgow,

G1 3JX

(If job being applied for was East/West/ North

London, then was)

Monsoon,

264 Oxford Street

Marylebone

London, W1C 1DP

Address

Employer Address

To Whom It May Concern:

Over the last year working at Monsoon has given me a passion for retail. I have always had a strong interest in fashion and clothes and I have really enjoyed the social aspects of my job. I know that being a sales assistant is the right role for me. I am friendly and approachable and enjoy advising customers on what to buy. As Monsoon also has a concession of the jewellery brand 'Accessorize' in-store, I have experience of both clothing and jewellery sales.

I am a team player who is able to work on my own initiative when necessary and I am always committed to providing the highest level of customer service. I worked in a busy estate agency and this gave me some very valuable organisational skills and taught me how to work hard and under pressure. My first full-time job at Zizzi's also taught me about how to work in a team.

I left my job as a retail assistant at Monsoon to spend six months caring for my disabled brother. We now have more permanent care arrangements for him and I am now very keen to take on a new opportunity that will develop my retail experience. I believe that working for (XXXX Company) will help me do this and would relish the opportunity.

Yours Sincerely,

NAME

DoB: 28th May 1986

Nationality: British

Address: xxx

Tel: xxx

I am best contacted by email at: xxx

WORK EXPERIENCE

June 2006 – September 2008

Sales Assistant: Matalan, Sheffield

My responsibilities included:

- Welcoming customers and providing assistance by advising them on clothing styles, looking for suitable clothing and answering any queries as needed
- Manning the changing room areas
- Fetching clothes from the stock room and arranging displays in the store
- Operating the till and taking payments
- Opening and closing the shop on some occasions

I was awarded employee of the month while at Matalan with particular note to my customer service skills and general enthusiasm.

June 2005 – June 2006

Stock Room Assistant: Clarks, Sheffield Meadowhall

My responsibilities included:

- Sorting and organising shoes in the storeroom to ensure these can be easily located
- Locating shoes for customers when requested by in-store staff
- Getting to know the basic styles of shoe in order to suggest alternatives when requested style was out of stock
- Stock checking and dealing with deliveries
- Assisting the manager with stock orders

Sept 2002 – July 2004

Live in nanny, Blackburn <if female>

I was responsible for looking after two young children.

- I used to look after their physical well being (wash and bathe, dress them, prepare food, etc.)
- Provided activity-based play and assist in helping them with their homework
- Transported the children to and from pre-school and other places (swimming pool, library etc.)
- Provided a warm and caring environment
- Did their laundry and maintained the cleanliness of the equipment, toys and rooms used
- Did general household tasks for the family (cleaning, washing, shopping etc.)

Live in Carer, Blackburn <if male>

I was responsible for looking after a young boy with severe autism.

- I used to look after his physical well being (wash and bathe, dress him, prepare food, etc.)
- Provided activity-based play
- Transported the boy to and from activities (swimming pool, park etc.)
- Provided a warm and caring environment
- Helped the family with general household tasks (cleaning, washing, shopping etc.)

EDUCATION

1997 – 2002

Tapton School, Sheffield

GCSEs:

Design and Technology (Graphics) B, Spanish B, English Language B, Geography B, English

Literature C, History C, Mathematics C, Science (double subject) D & D,

PERSONAL STATEMENT

I have worked in a variety of different jobs and gathered a range of experience and skills. I am a confident and reliable retail assistant who is flexible and hard-working and looking for a new challenge.

My first job after leaving school was as a live in **nanny/carer** looking after a home and **two young children/a young boy with autism**. I learnt a lot about responsibility in that time, as well as creativity and people skills!

My first retail job was in Clarks shoes. I developed my organisational skills here and learned a lot about how a shop should operate.

Until recently I have been working full time at Matalan, the clothing department store. I began working in the Homeware section before being asked to move to Womenswear, where the turnover of stock is higher and sales are busier. I believe I thrived on the challenge of working in this busy environment, and I know that my friendly, enthusiastic and hardworking personality was suited to the job.

I left Matalan when I relocated to **AREA OF JOB**, and I now want to build on my achievements in the retail industry and gain more experience to develop the skills I already have.

INTERESTS

I take a keen interest in fashion and consider myself an expert shopper! I take every opportunity to help friends and family with their fashion decisions.

In my spare time, I enjoy socialising with my friends, listening to music and watching live bands.

REFERENCES

I would prefer if you contact me before approaching my referees

Jane Kelly
Matalan
Unit 2
Cricket Inn Road
Sheffield
S2 5AU

Mrs Heather Davis
Clarks
24 The Arcade, Meadowhall Centre
Sheffield
S9 1EH

Name
Address
Phone
Email

Company Name
Address

Dear Sir/Madam,

I am writing to you with regards to the position of (XXXX Job Title) available at your company. I have recently moved to (XXXX Area) and believe that I would be a valuable asset at your company.

Over the past few years I have worked a variety of different jobs and gathered a wide range of skills and experience. I am a confident and reliable retail assistant who is flexible, hard working and looking for a new challenge. I am a responsible and reliable employee who has significantly improved my organisation as to prioritise tasks.

Until recently I have been working full time at Matalan, the clothing department store. I began working in the Homeware section before being asked to move to Womenswear/menswear if male, where the turnover of stock is higher and sales are busier. I believe I thrived on the challenge of working in this busy environment, and I know that my friendly, enthusiastic and hardworking personality was suited to the job.

I left Matalan when I relocated to (XXXX area), and I now want to build on my achievements in the retail industry and gain more experience to develop the skills I already have.

Yours Sincerely,

Name

Email (best way to contact me): xxx

Telephone: xxx

Address: xxx

Date of birth: 04/03/1989

Nationality: British

OBJECTIVE

I am an enthusiastic and dedicated worker who is looking for an opportunity to broaden my experience and shine in a new role in the retail sector.

In 2006 I began at JJB Sportswear where I worked in nearly every department of the store. I enjoyed interacting with customers and aiming to make sure that they had a good experience and were happy with our service and goods. Hectic periods like Christmas were never a problem for me, as I have found I really enjoy being busy and keeping standards high. I have proved my talent for the job by exceeding my targets every month since I started.

My time at a car rental company gave me some very valuable skills that I have taken into my current role. I learned the best way to organise myself and developed my ability to deal with customers. It taught me to work hard and to take on responsibility.

However, my sociable nature and love of fashion led me towards high street retail jobs. I am now ready for a new challenge in a different retail environment.

EDUCATION

(Change as required to area where job is being applied for, schooling has to be in a different location than the job)

2000 to 2005 Plantsbrook School, Birmingham

2000 to 2005 Friern Barnet School then Woodhouse College, London

GCSEs: English Literature and Language (C & C), Maths (C), Double Science (C & C), IT (C) Media Studies (D) Business Studies (D)

EXPERIENCE

June 2006 , currently in this position JJB Sports, Bristol / Birmingham / Croydon / Bolton / Batley (for Bradford) / Manchester /Leeds / Glasgow/London

Over the last two years I have been a Sales Assistant at JJB Sports.

For this role I had to greet customers with a friendly face and be approachable and pleasant at all times. My tasks included: making sure that clothing was displayed properly and that the shop was neat and tidy; advising customers on the latest sportswear; using the till and making sure that queues were kept to a minimum by being as efficient as possible during busy periods. I also helped to put out new stock and label it correctly.

Despite really enjoying this job, I am not ready to try working in a different environment and I am therefore looking for a new job as a sales assistant in another organisation.

July 2005 to June 2006 (XXXX change according to area where applicant went to school)

Thrifty Car and Van Rental, Birmingham

United Rental Group (a Car rental firm), Finchley, London

After finishing my GCSEs I was keen to work rather than continue my education, and I took an opportunity to work as an Admin Assistant at this car rental firm.

My duties included: answering incoming phone calls and putting calls through to the correct company section; dealing with incoming mail and sorting collections and deliveries; helping to filing rental forms and company receipts for the reservations and accounts departments; meeting and greeting customers and ensuring they were comfortable before meeting our sales persons; general office duties (photocopying, checking stationery stocks, typing up any documents, recycling paper, etc.). I also helped out with any other tasks required.

SKILLS AND ACTIVITIES

I have experience with using Microsoft Office software including Word and Excel and am very comfortable on the internet.

Vintage fashions are a particular interest for me, and I use my creative streak to customise my own clothes and shoes to give them a contemporary look.

I am a regular gym member and I also enjoy getting away hiking when I can.

REFEREES

Please approach me before contacting my referees.

(Address as appropriate)

(If job being applied for is in Bristol, then was)

JJB Sports,
89-97 The Horsefair
Bristol
BS1 3JR

(If job being applied for is in Birmingham/Walsall, then was)

JJB Sports,
16-28 Corporation St,
Birmingham
B2 4RR

(If job being applied for is in London, then was)

JJB Sports,
38-40 North End,
Croydon
CR0 1UG

(If job being applied for is in Bolton, then was)

JJB Sports,
The Linkway
Horwich,
Bolton.
BL6 6JA

(If job being applied for is in Bradford, then was)

JJB Sports,
Gelder Rd
Birstall,
Batley.
WF17 9TB

(If job being applied for is in Manchester, then was)

JJB Sports,
58/66 Market Street,
Manchester

M1 1PW

(If job being applied for is in Leeds, then was)

JB Sports,
Unit 1 Albion Arcade,
Albion Street,
Leeds
LS1 5AN

(If job being applied for is in Glasgow, then was)

JB Sports
56/58 Argyle Street,
Glasgow
G2 8AF

(If job being applied for is in North/East/West London, then was)

JB Sports
Unit 3c Staples Corner Retail Park,
Geron way,
London, NW2 6LW

(Address as appropriate)

David Jones
Thrifty Car and Van Rental
Express by Holiday Inn
Bickenhill Parkway
Birmingham NEC
Birmingham
West Midlands
B40 1QA

David Jones
United Rental Group
242 Regents Park Road
Finchley
London
N3 3HP

Name
Address
Phone
Email

Company
Address

Dear Sir/Madam,

I am an enthusiastic and dedicated worker who is looking for an opportunity to broaden my experience and shine in a new role in the retail sector. I am very interested in the role of (XXXX Job Title) at (XXXX Company Name).

I began working in retail at JJB Sportswear where I worked in nearly every department of the store. I enjoy interacting with customers and aiming to make sure that they had a good experience and were happy with our service and goods we provided. I thrived working under pressure during busy periods like Christmas which were never a problem for me, as I have found I really enjoy being busy and keeping standards high. I have proved my talent for the job by exceeding my targets every month since I started.

My time at a car rental company gave me some very valuable skills that I have taken into my current role. I learned the best way to organise myself and developed my ability to deal with customers. It taught me to work hard and to take on responsibility.

However, my sociable nature and love of fashion led me towards high street retail jobs. I am now ready for a new challenge in a different retail environment and believe working at (XXXX Company Name) will be a step in the right direction.

Yours Faithfully,

CURRICULUM VITAE

NAME

DATE OF BIRTH: 05 OCTOBER 1985

E-MAIL (PREFERABLE FOR CONTACT): XXX

ADDRESS: XXX

PHONE: XXX

NATIONALITY: BRITISH

OBJECTIVE

I am reliable, trustworthy, a quick learner, excellent with children and enjoy challenges. I have recently moved to XXXLocation of application due to my partner's relocation for work. I have previously worked as a Teaching Assistant and enjoyed this thoroughly. I am therefore looking for a rewarding position as a Teaching Assistant in order to build on my previous experience.

I am enthusiastic, punctual and a hardworking all-rounder. In my previous positions I have proven that I am capable of working alone or within a team environment. I consider myself to be honest and quick to pick up new skills and procedures. My A-level Psychology course and practical experience with pupils with learning and behavioural difficulties, means that I consider myself suited to work in an environment with special needs (delete if not applicable to position) children. I found that working with children suited my skills of patience, enthusiasm and belief in the pupils I am working with.

EDUCATION

2001-2003 Derby College

A levels Psychology B/ English C/ Maths C

1996 TO 2001: John Port School, Derby

GCSE grades:

Sociology B / English B / Maths B / IT B / Business B / French D / CDT D / Science D

CRB Clearance

Full Driving License

WORK EXPERIENCE

September 2005-October 2008

Teaching Assistant, Bluebell Hill Primary School, Nottingham.

This was a highly enjoyable and demanding role that gave me a real taste for working in a teaching environment. My responsibilities here included:

- Preparing for practical food technology lessons, including budgeting, stock rotation, ordering.
- Assisting children during the practical lessons and with their written work.
- Making classroom displays
- Dealing with SEN children
- Significantly improved a number of SEN registered students on their communication and behavioural skills.
- Gave students as much help, support and advice with their own interests and ambitions as possible.

- Helped and advised students with personal difficulties relating to their home life in the learning support centre, gaining some positive outcomes.

I left this position to relocate due to my partner's work commitments.

January 2005-September 2005

Volunteer Teaching Assistant, Bluebell Hill Primary School, Nottingham

Due to my weekend shifts at the Estate Agent I was able to volunteer at my local school one day a week. While volunteering my role included

- Assisting the teacher in the classroom
- Supporting pupils with special needs
- Supporting on class trips
- Working as part of a team
- Assisting the students with reading, literacy and numeracy.
- Assisting the teacher with various admin jobs such as photocopying and display work.
- Preparing and cleaning up the classrooms as directed for lessons.

When a permanent position became available as a Teaching Assistant I was offered this role on the basis of my track record as a volunteer.

October 2004-September 2005

Administration Assistant, David James Estate Agents, Nottingham

My responsibilities here included:

- Answering phones and taking initial enquiries
- Organising viewings for properties
- Getting photos of properties and property details ready for the website
- Keeping track of filing and updating computerised records

I left this job when I was offered a permanent Teaching Assistant position.

INTERESTS

I love cinema, and am particularly interested in classic films. I regularly attend film club nights, festivals and special screenings. I am very sociable and enjoy combining my film interests with social events. I am also a very keen cook taking every opportunity to make meals for family and friends.

REFEREES

Sarah Darling
Bluebell Hill Primary School
Gordon Road,
Nottingham
NG3 2LE

Gareth Davis
David James Estate Agents
317 Carlton Hill
Carlton
Nottingham
NG4 1GL

Address

Employer Address

To Whom It May Concern:

Over the last few years working as a Teaching Assistant, I have gained a real respect of the teaching profession and the hard work which goes into teaching. I have always had a strong interest in children and education and I have really enjoyed the social aspects of my job. I know that being a Teaching Assistant is the right role for me. I am friendly, approachable, reliable, trustworthy, a quick learner, excellent with children and enjoy challenges.

I have recently moved to XXXLocation of application due to my partner's relocation for work. I am therefore looking for a rewarding position as a Teaching Assistant in order to build on my previous experience.

I am enthusiastic, punctual and a hardworking all-rounder. In my previous positions I have proven that I am capable of working alone or within a team environment. I consider myself to be honest and quick to pick up new skills and procedures.

My A-level Psychology course and practical experience with pupils with learning and behavioural difficulties, means that I consider myself suited to work in an environment with special needs/most types of(choose the appropriate sentence) children. I found that working with SEN suited my skills of patience, enthusiasm and belief in the children I am working with.(delete if not SEN or other special needs children)

I am a team player who is able to work on my own initiative when necessary and I am always committed to making children feel safe and confident in themselves. I worked in a busy estate agency and this gave me some very valuable organisational skills and taught me how to work hard and under pressure.

Yours Sincerely,

NAME

DoB: 28th May 1986

Nationality: British

Address: xxx

Tel: xxx

I am best contacted by email at: xxx

WORK EXPERIENCE

December 2007 – Currently in this position

Sales Assistant: Matalan, XXX City of application, see list under references

My responsibilities include:

- Welcoming customers and providing assistance by advising them on the various products and answering any queries as needed
- Refilling stock
- Fetching stock from the stock room and arranging displays in the store
- Operating the till and taking payments
- Opening and closing the shop on some occasions

I have been awarded employee of the month with particular note to my customer service skills and general enthusiasm.

Despite enjoying my time in this position, I have realised that I appreciate working with children much more. I am therefore looking to get back into a position as a Teaching Assistant.

June 2005 – December 2007

Temporary Teaching Assistant, Tipton School, Sheffield

My role was to support and mentor the children in class, in small groups or on a one to one basis. I worked closely with several class teachers, the SENCO (special needs coordinator), and within a close-knit team of support staff.

My duties included:

- Assisting the class teacher with lesson plans for the classes.
- Assisting the class teacher in developing learning resources for the classes.
- Assisting with marking and organisation of resources.
- Supervising behaviour and encouraging suitable play in the playground.
- Supervisions of pupils on outings.
- Individual coaching and support of pupils
- I was involved with special assistance to a wide range of students with different needs and capabilities.

I thoroughly enjoyed this role and occupied several consecutive temporary positions (maternity leave cover and sick leave cover) at the school.

Sept 2004 – June 2005

Youth Worker Assistant, Meynell Connexions Youth Centre, Sheffield

My role was to support and maintain a structured centre that allowed the youth to come and develop and find motivation. I tried to be a role model to the youth, who were aged between 11 and 15.

As well as this I also

- Supported other staff on outings.
- Assisted children with their home work, particular in Maths and English.
- Organised events and activities
- Coordinated with other workers and volunteers at the centre
- Ran an evening class for the 15-17 year olds teaching them basic computer skills.

I left this role due to the late work hours and because I was offered a job at my old school as a temporary Teaching Assistant.

EDUCATION

2006 CACHE Level 2 Certificate for Teaching Assistants

2002 - 2004

Sheffield High School

3 A Levels: Maths (B), English (C) and ICT (C)

1997 – 2002

Tapton School, Sheffield

GCSEs: English B, ICT B, Maths C, Art C, French D, Double Science grades D, Sociology D

PERSONAL STATEMENT

I am a positive, active individual who is now looking to return to a Teaching Assistant position after a year working in retail. I am a great communicator and have experience working with children with special needs. My first job after leaving school was working in a youth club. Many of the children came from broken families and several of the youth had ADHD and other behavioural difficulties. I learnt a lot about responsibility, patience and how important it is to understand the situation from the youth's perspective.

I am currently working full time at Matalan. I believe I thrive on the challenge of working in this busy environment, and I know that my friendly, enthusiastic and hardworking personality is suited to the job. I am however realising that I enjoyed working with children a lot more, and am therefore looking to get back into a role as a Teaching Assistant. I believe I have the qualifications and personal motivation to create a positive and giving environment for children of all ages.

INTERESTS

In my spare time, I enjoy socialising with my friends, listening to music and watching live bands.

I have a full Driving license with no point deductions and a CRB clearance from 2007.

I am proficient in most Microsoft office programs including Word, Excel and Powerpoint.

REFERENCES

I would prefer if you contact me before approaching my referees

Jane Kelly
Matalan
Dartmouth Circus
Birmingham
B6 4BA

Jane Kelly
Matalan
Broadway Retail Park
Walsall
WS1 4DK

Jane Kelly
Matalan
Birmingham Road
Wolverhampton
WV2 2LQ

Jane Kelly
Matalan
Harrogate Road
Bradford
BD10 0QS

Jane Kelly
Matalan
Unit 1 Abbey Retail Park
Bristol Filton
BS12 7JL

Jane Kelly
Matalan
Jamaica Street
Glasgow City
G1 4NN

Jane Kelly
Matalan
Tonge Moor Road
Bolton
BL2 2DJ

Jane Kelly
Matalan
Foundry Street
Bury
BL9 7Z

(Manchester)
Jane Kelly
Matalan
Ashton Old Road
Openshaw
M11 2NN

Jane Kelly
Matalan
3, Alexandra Centre
Oldham
OL4 1SG

Jane Kelly
Matalan
1, Millgate
Stockport
SK1 2LX

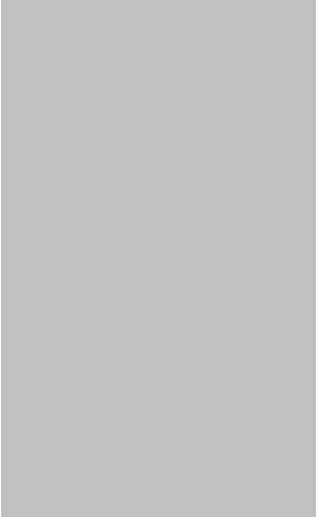
Jane Kelly
Matalan
Brookway Retail Park
Altrincham
M23 9BP

Jane Kelly
Matalan
Lower Wortley Road
Leeds
LS12 4SL

(London West)
Jane Kelly
Matalan
Unit 1
Feltham
TW13 4BS

(London East)
Jane Kelly
Matalan
Kingsland Shopping Centre
Dalston
E8 2LX

(London North)
Jane Kelly



Matalan
Lymington Avenue
Wood Green
N22 6JG

Jane Kelly
Matalan
66 Purley Way
Croydon CRO 3JP

Senior Youth Worker
Peter Hamilton
Meynell Connexions Youth Centre
Meynell Road
Parson Cross
S5 8GN

Name
Address
Phone
Email

Company Name
Address

Dear Sir/Madam,

I am writing to you with regards to the position of (XXXX Job Title) available at your school. I am currently working in retail but would love to get back into a teaching environment.

Before starting in retail I had two different positions working with children and youth. Through this and my Teaching Assistant Certificate, I have gathered a wide range of skills and experience. I am a confident and reliable Teaching Assistant who is flexible, hard working and looking for a new challenge. I am a responsible and reliable employee who wants to make a positive difference in people's life.

Working with children and youth has been extremely rewarding to me and I believe I would be a great asset to your school. Please do not hesitate to contact me if you have any questions regarding this application.

Yours Sincerely,

Name

Email (best way to contact me): xxx

Telephone: xxx

Address: xxx

Date of birth: 04/03/1981

Nationality: British

OBJECTIVE

I am an enthusiastic and dedicated individual who is looking for an opportunity to broaden my experience as a Teachers Assistant.

Over the past year I have worked as a temporary Teaching Assistant in a secondary school. Previous to this I spent a few years at home with my family to take care of my children (if female)/ my sick father (if male). I am now ready to get into a more permanent Teaching Assistant position to build on my extensive experience as a Teaching Assistant.

My previous positions have given me excellent listening and communication skills that relate to both students and fellow staff members in both one-to-one and group situations. I've been working with many teachers over a broad range of subject faculties to provide the best education possible for a variety of students including students with varying difficulties and needs.

My aim is to add to the skills I have already achieved and maintain a productive giving learning environment for everyone involved. I have experience working with children with learning difficulties and special needs children. I am caring and hard working with a strong desire to make a difference in the children's daily life.

EDUCATION

1992-1999

Hind Leys Community College, Leicestershire

A-levels

Grade B for Maths and English

Grade C for History

GCSEs:

Grade A for English

Grade B for Maths and History

Grade C for ICT, Spanish, Business Studies, and RE

EXPERIENCE

June 2007 to October 2008 Temporary Teaching Assistant, local school

(Birmingham)

Walverley Secondary School

(Dudley)

The Crestwood School Bromley Lane

(Walsall)

Shire Oak School

(Wolverhampton)
Moreton Community School

(Bradford)
Carlton Bolling College

(Bristol)
Henbury School

(Glasgow)
Govan High School

(Bolton)
Withins School

(Bury)
Woodhey High School

(Manchester)
Parrenthorn High School

(Oldham)
Breeze Hill

(Stockport)
Cheadle Hulme High School

(Altrincham)
Green Lane High School

(Leeds)
Morley High School

(London West)
Brentside High School

(London East)
Heathcote School

London (North)
Holloway School

London (south)
Selsdon High School

During this maternity leave cover I helped the teachers prepare resources and equipment and supported the teachers by working with small groups of children in all areas of the curriculum. I also helped the teachers with general administrative duties. During lunch time I would supervise the children and make sure that conflicts were dealt with.

I assisted the pupils to make them understand what the lesson required and provided support, promoted inclusion and encouraged pupils to interact with others and engage in class activities. My role involved providing support for learning activities as well as colleagues, and I assisted in monitoring and evaluating the pupils. It was also essential to assist in making sure that the health and safety of all children was in focus at all times

Unfortunately there are currently no open positions at the school and I am therefore looking to find another school in which to apply my skills and experience.

July 2005 to June 2007

Stayed at home to care for my **newborn child if female/father with Parkinsons if male**

2001-2005 Teaching Assistant, Cosby Primary School, Leicestershire

I assisted the class teacher and other assistants in preparing the year six pupils for their SATS. I dealt with a small group of pupils (some with special educational needs and behavioural problems) and also supervised the pupils during break and lunch times. At the end of each day I produced a report for each child in my group describing how they had coped with the lessons taught that day and any problems they had encountered.

I further undertook Teaching Assistant duties which included taking responsibility of the class and assisting with classroom preparation, lesson preparation and clearing up. I also supported the pupils on a one-to-one basis and supported the teacher in developing strategies to deal with challenging behaviour.

Planning and preparing resources for class and group activities was another aspect of my role, as was putting up displays within the classroom and library, using the photocopier, laminator and white board. I enjoyed talking to parents on a daily basis as they dropped and collected children.

During my time at the school I felt that I was able to contribute to the development of the children's social skills by applying consistent guidance, direction and motivation ensuring that each child clearly understood what was required of them. I consider it very important to encourage children to show respect for themselves and others.

1999-2001 Temporary Classroom Assistant, Cosby Primary School, Leicestershire

During my time as a Classroom Assistant I worked with a range of year groups, with a variety of subjects including English and History. My duties included assisting students on a one to one basis and to keep students on task. I also observed the children and recorded my findings at the end of the session reporting back to the teacher in charge

During this, my first, teaching position, I learnt to promote learning and development through encouraging various activities to help develop specific requirements. I also learned to treat all children equally, giving each the appropriate time and attention to allow positive development.

I left this role when I was offered a permanent Teaching Assistant position at the same school.

SKILLS AND ACTIVITIES

In my spare time I enjoy spending time with my extended family and I am very engaged in my local community. Whenever possible I read modern English literature or books focusing on historical events. I love working with children and would revel in the opportunity to continue working in a teaching environment.

Full Driving License
CRB clearance

REFEREES

Please approach me before contacting my referees.

(Birmingham)

Walverley Secondary School
Hob Moor Rd
B10

(Dudley)
The Crestwood School Bromley Lane
Kingswinford
DY6 8QG

(Walsall)
Shire Oak School
Litchfield Rd
Walsall Wood
WS9 9PA

(Wolverhampton)
Moreton Community School
Old Fallings Lane,
Wolverhampton,
WV10 8BY

(Bradford)
Carlton Bolling College
Undercliffe Lane
Bradford
West Yorkshire
BD3 0DU

(Bristol)
Henbury School
Marissal Road,
Henbury,
Bristol,
BS10 7NJ

(Glasgow)
Govan High School
12 Ardnish Street,
Glasgow
G51 4NB Map

(Bolton)
Withins School
Newby Road,
Brightmet,
Bolton, BL2 5JB

(Bury)
Woodhey High School
Bolton Road West,
Ramsbottom,
Bury,
BL0 9QZ

(Manchester)

Parrenthorn High School
Heywood Road,
Prestwich,
Manchester,
M25 2GR

(Oldham)
Breeze Hill
Roxbury Avenue, Salem,
Oldham,
OL4 5JE
(Stockport)
Cheadle Hulme High School
Woods Lane
Cheadle Hulme
Cheadle
Cheshire
SK8 7JY

(Altrincham)
Green Lane High School
Green Lane
Timperley
Altrincham
Cheshire
WA15 8QW

(Leeds)
Morley High School
Fountain Street
Morley West Yorkshire
LS27 0PD

(London West)
Brentside High School
Greenford Avenue
Hanwell
W7 1JJ

(London East)
Heathcote School
Normanton Park
Chingford
London
E4 6ES

London (North)
Holloway School
Hilldrop Road
London
N7 0JG

London (south)
Selsdon High School
Farnborough Avenue

South Croydon
Surrey
CR2 8HD

Mrs. Carol Wood
Cosby Primary School
Portland Street
Cosby
Leicestershire
LE9 1TE

Name
Address
Phone
Email

Company
Address

Dear Sir/Madam,

I am an enthusiastic and dedicated Teachers Assistant who is looking for an opportunity to broaden my experience and continue my work with children. I am very interested in the role of (XXXX Job Title) at (XXXX School Name).

I began working in a school as soon as I finished my A-levels and I have worked with various age groups and curricula. I enjoy interacting with other teachers and love to improve the children's learning environment. I thrive from working with children with learning difficulties and behavioural problems(insert if applicable) and it is important to me that each pupil acknowledges their own worth.

I work hard and am glad to help wherever possible. I have no doubt that my call in life is working with children and my sociable nature makes me a well-liked colleague. I am now ready for a new challenge in a primary/secondary school and hope to hear from you at your convenience.

Yours Faithfully,