Fatima Smith

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 **Personal statement**

Motivated, hard-working former School Netball Captain with eight GCSEs grades A-C and good literacy and numerical skills. Practical work experience in a voluntary retail roles. Looking to build on my skills and experience in a full-time retail role or customer services environment.

**Key skills**

* IT skills: fully proficient in Microsoft Office (Word, Excel & PowerPoint), basic HTML
* Communication Skills: Advising and assisting customers with all sales requests, resolving customer queries and complaints.
* Admin: Responsible for filing and diary management
* Organisational Skills : Managing studies and Volunteering responsibilities

**Education

Holly Oaks College Chester Sept 2016 to Present**

A Levels: English (Predicted Grade C)

Maths (Predicted Grade C)

Biology (Predicted Grade D)

**St Joseph’s School Chester Sept 2011 to June 2016**

9 GCSEs: Including grades A-C in

English Grade B

Maths Grade C

French Grade B

Geography Grade A

Science Grade B

General Studies Grade C

**Work experience**

**Volunteer, Help the Needy Charity Shop, Jan 2018 – present**

Duties and responsibilities:

* Serving customers ensuring an efficient service at the till
* Accepted and sorted customer donations
* Assisted with stock replenishment
* Recording all sales and updating internal filing system

 **Interests and Achievements**

* Captain of local hockey team
* Currently doing the Duke of Edinburgh Award  **References available upon request**