

Forename Surname

Email address | Mobile Number | LinkedIn

Current University of Manchester History student, with a passion for developing, discussing and sharing knowledge of historical events and literature. Currently looking to apply knowledge and skills built through studies and work experience to an opportunity within the cultural sector.

Education

XXXX – Present **The University of Manchester: BA (Hons) History**

First year result: 65% | Second year result: 70%

- Conducted extensive research and analysis on historical events both within lectures and through independent studies, enhancing critical thinking and problem-solving skills essential for academic and professional settings.
- Gained a deeper understanding of key historical events and their implications. Dedicated time to reading further literature on topics and maintained consistent participation in tutorials to facilitate insightful discussion. This has resulted in an ability to explain complex historical events in a manner that both experts and non-experts can understand clearly.
- Developed written and verbal communication skills through the completion of reports, essays and presentations. Feedback on work was actively implemented over time which led to an increase in 5% in overall grade.
- Collaborated in a team of 5 on a group project analysing the socio-economic impacts of the Industrial Revolution. Held regular meetings to plan timelines, discuss responsibilities and delegate tasks accordingly. The project was completed, and a presentation delivered to receive a first-class grade overall.

XXXX – XXXX **XYZ School**

- A-Levels: History (A), English Literature (B), Sociology (A)
- GCSEs: 8 '1-9' including English (8), Maths (6), and Science (7)
- Vice-captain of the school Rugby team. Developed leadership skills and decision making throughout the planning and taking part in matches.

Relevant Experience

XXXX – Present **Withington Library: Volunteer**

- Volunteer once per week in local Library to gain experience in this area, this offers time to practically apply specialised knowledge gained from degree when helping customers as a first point of contact for enquiries on literature, particularly the history section.
- Improved IT skills through learning library POS systems to record and manage book collections and returns. Worked alongside and learned from colleagues to maintain this system and troubleshoot any discrepancies.
- Proposed to organise a weekly book club for senior members of the public to attend. Consulted with library staff to arrange a suitable time and location for this club to be held and negotiated a budget to provide refreshments for attendees. This club is now attended by 15 people every week. has received positive feedback from all that attend and has been praised by management.
- Consistently contributed to the management of the physical customer space within the library. Maintained a high attention to detail to ensure that it was presentable and

Other Work Experience

XXXX – XXXX

ABC Retail Store: Sales Assistant

- Delivered exceptional customer service by identifying customer needs and providing tailored solutions using active listening and decision-making skills, resulting in a 20% increase in customer satisfaction scores.
- Worked collaboratively in a team to manage inventory and restock shelves, ensuring optimal product availability and contributing to a 10% decrease in product distribution times over 1 year.
- Dealt with conflict from customers unsatisfied with purchases, required a level of patience and understanding to come to resolutions with customers on how to resolve issues. Received 16 positive feedback reports after finding resolutions for customers facing difficulties.
- Utilised POS systems and handled transactions at the till, enhancing technical skills and improving the speed that transactions were made at.

XXXX –XXXX

DEF Café: Barista

- Prepared and served a variety of beverages efficiently during peak hours. Dedicated time to learning the menu so that preparation time was minimised, and customers were served quickly. improving time management skills and speed, reducing wait times.
- Volunteered to train 4 new members of staff on working practice, company procedures and customer service techniques. Took the initiative to foster a collaborative and productive work environment.

Positions of Responsibility

XXXX – Present

The University of Manchester: Student Representative

- Took the initiative to seek ways to improve History course teaching methods. Collaborated as a team of three to gather feedback on course quality and teaching methods each semester from a cohort of over 100 students, using an online survey tool as well as face-to-face meetings with peers.
- Analysed data gathered through survey tool Qualtrics to create a document with infographics that identified; positive feedback, areas for improvement and specific issues to be addressed.
- Organised and led feedback sessions, utilising survey data to present actionable insights to the course academic committee. Suggestions on timetabling and course content were taken on board and implemented for the following year.

Additional Skills

IT

- Proficient in Microsoft Office (Word, Excel, PowerPoint)
- Basic knowledge of SPSS for statistical analysis throughout university degree.
- Familiarity with library databases

References available upon request