Jessica Collins

13 Coombe Road, Sheffield, South Yorkshire, S10 1FF Contact number: 07554816835 E-mail: jess.collins@hotmail.com

Education and Qualifications

University of Sheffield 2019- Present

MA International Relations

University of Sheffield 2016 - 2019

BA(Hons) International Relations and Politics – 2.1

University of Adelaide 2017- 2018

International Relations and Politics Exchange

Merchant Taylors' Girls' School 2009 - 2016

9 GCSE's A* - A including English, Maths, ICT and Spanish

AS Level: Classical Civilisation - B

A-Levels: Psychology – A, History – A, Government & Politics – B

Work and Experience

Food and Beverage Assistant at Tapton Hall, Sheffield – September 2018 – Present

- I have been bar trained and often work on the bar. Able to manage busy periods on the bar as well as on my own.
- Experience serving meals in formal, busy environments for a variety of different people, and bar experience, demonstrating adaptability.
- Setting up rooms for events developing an attention to detail and efficiency as many of these rooms must be turned around quickly.
- Customer facing role waiting on tables, where I often deal with customer requests, both issues they
 may have with their food, and checking they are enjoying their meal. The unpredictable nature of
 these requests show that I am adaptable to new roles and that I can remember details under
 pressure.
- Often, we host large events, such as weddings of up to 200 people. The large number of attendees demonstrates my ability to cope with a heavy workload and work quickly and efficiently.

Food and Beverage Assistant at INOX Dine - September 2019- March 2020

- Experience serving meal in a formal environment for a variety of different events including afternoon tea, lounge menus and corporate events.
- Experienced as a greeter for corporate events to direct people to the restaurant. This showcases my interpersonal and customer service skills.
- Demonstrated my adaptability to different serving situations as events and dining at INOX differ greatly to those at Tapton Hall.

Volunteer at Hope For the Future – September 2018 – March 2019

• Communicating with local MPs to try and get them to work with the charity on measures that will combat climate change, showing good written, persuasive and communicative skills.

 Using social media to promote the charity and blog posts to provide information to people, showing online literacy.

Global Opportunities Ambassador at the University of Sheffield – September 2018 – August 2019

- Using social media to promote studying abroad.
- Giving presentations to groups of students on studying abroad, showing presentation and public speaking skills.
- Working at the drop in to help students with any queries they have or help with applications, demonstrating further customer service and problem-solving skills.

Administrative Assistant – September 2018

- I worked as an administrative assistant for the University during the Registration period. In my role I had to learn new computer software quickly and efficiently in order to fully register students onto their course.
- I enhanced my customer service and problem-solving skills throughout the week handling complex queries and managing queues.

Poll Clerk - June 2017

- Working from 6am-11pm is demonstrative of my endurance and commitment to my work.
- Maintained my friendly attitude throughout the day demonstrating good customer service skills and the ability to maintain them over a long period of time.
- Working quickly both alone and as part of a team required me to be efficient and professional in a high-pressure environment.

Key additional skills & qualifications

Leadership Skills – Gained from role as a Non-commissioned Officer (a leading role within the section) in the Navy section of the Combined Cadet Force as well as from a Senior Leadership Course at Britannia Royal Naval College.

eSheffWHO 2020 - I undertook an online WHO simulation hosted by the University of Sheffield. The theme was on 'Health in a Digital World' and we tackled topics such as data privacy, telemedicine, disease surveillance and public-private partnerships. I enhanced my research skills, tackling my role as China, a country I am unfamiliar with, and their views on topics discussed. My written, debating and teamwork skills were also improved, writing a position paper and helping to draft resolutions with other member states. Overall, this helped me gain further insight into the realities of policy work and procedure.

Lions Young Leaders In Service Gold Award

Proficient in SPSS

Proficient in NVivo

Hobbies

I am currently a member of the University of Sheffield Trampolining Club. I compete across the country in NEUT 6 category demonstrating determination, and sustained commitment. I am also part of the University of Sheffield Politics Society and have attended events by them such as a Q&A with Nick Clegg.

If you would like a reference, please do not hesitate to contact me.