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**PERSONAL PROFILE:**

An energetic, ambitious undergraduate who has developed a mature and responsible approach to any tasks undertaken, strong team working skills and a willingness to learn new skills. Seeking a professional placement year in research to enhance personal performance and professional development.

QUALIFICATIONS:

**Bath Spa University, Bath 09/2017 – Present** BSc/BA (Hons) Psychology and History with professional placement year

*Key modules:*

* + **Erasmus 2018/19:** Completed study abroad at University of Malta. Met many different people from all around the world and studied alongside them in a new learning environment.
  + **Qualitative Psychological Report:** Developed research skills and produced a research report using qualitative data on ‘A thematic analysis on factors that affect students’ progress towards career choice
  + **Discourses and approaches:** Explored the nature of how history was taught and written down throughout history including ancient Greece and Rome

**Myerscough College, Bilsborrow 09/2016- 03/2018 -** NVQ Level 2 in Local Environmental Services Skills

**Westminster Kingsway, London 09/2014 – 07/2016 -** A-levels in Psychology (C), History (C) and Mathematics (D)

**Quinton Kynaston Academy, London 09/2009 – 07/2014 -** 9 GCSEs including Maths (A), English (B) and Science (A)

**KEY SKILLS & COMPETENCIES:**

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| **Research and Technical**   * Analysing and interpreting source material and articles in order to answer questions for quantitative reports and research projects. * Learnt to use the program SPSS to perform statistical analysis both descriptive and inferential on research data * Editing skills developed in Adobe Premier and Photoshop, as well as experience in Microsoft Office, including Word, Excel and PowerPoint. * Experience using gardening equipment such as lawnmower and hedge trimmer safely. Successfully trained and achieved a PA1 and PA6 qualification, giving me pesticide and pest control. |
| **Teamwork and Interpersonal**   * Liaised with residents, the public, external agencies and colleagues in a courteous and helpful manner, ensuring a smart/pleasant appearance at all times. * Worked with a gardening team and used own initiative to maintain and improve the service to residents while maintaining landscaped areas as and when required. * Worked under pressure in a fast-paced environment, in order to meet the needs of customers, my colleagues and the club. * Volunteered for Oxfam and British Heart Foundation, providing outstanding customer support by understanding their needs, recommending the right products and services and, resolving customer issues as they arose. * Built international relations, through Erasmus study abroad semester in Malta, communicating with different cultures and supporting other learner’s English language development. |
| **Initiative and Organisation**   * Used initiative to support bar tenders, manager and security team such as starting end of the night clean-up early. * As an Oxfam volunteer, ensured correct presentation, organisation, storing and replenishment of stock when required. * Fundraising for Raleigh International, organising events such as karaoke, raffle and a garage sale * Vice President for the Comic Book Society, encouraging students to become members and planning Monday night socials. |

**EMPLOYMENT HISTORY/WORK EXPERIENCE:**

**TRG International, Ho Chi Minh City 07/2019– 09/2019**

**Marketing Intern**

* Gain online training and certification in Inbound Marketing from HubSpot
* Work alongside Vietnamese marketing team in producing content for the company in accordance to the marketing funnels and workflow.
* Primarily write, publish and proofread journal articles, blogs, social media post for both TRG International website and PJ Coffee, taking on board any other tasks from supervisor that’s deemed a priority.

**The Second Bridge, Bath 09/2017– 05/2018**

**Bartender/ Bar Support**

* Increase customers awareness skills, taking customers drink orders and keeping their orders in mind.
* Persuade customers to other drinks to increase sales and promote new stocks,
* Build resilience dealing with rude or intoxicated customers, overcoming setbacks in situations gotten out of hand.

**The Guinness Partnership, London 09/2016 – 09/2017**

**Estate Assistant Apprentice**

* Develop and encourage positive relations between the Association, residents and the local community; undertaking any other reasonable duties as directed by the Team leader.
* Take responsibility for all cleaning equipment and materials, ensuring that these are maintained in good repair and stocks replenished at all times.
* Ensure that appropriate hazard warning signs and notices are displayed whenever clearing/cleaning or repairs are taking place in any property.

**Oxfam, London 04/2016 - 12/2016**

**Retail Assistant**

* Deliver excellent customer service skills, give the customers the best experience whilst visiting the shop.
* Work behind the till, serving customers and answering any queries and ensure the security and upkeep of the store front

**British Heart Foundation, London 10/2015 - 09/2016**

**Retail Assistant**

* Maintain professional relationship and attitude with clients and coworkers
* Provide customers with a quick and accurate service and show sensitivity to their individual needs.

**INTERESTS:**

* Researching and exploring different ways to improve my photography hobby, editing using different software.
* Taking part in the University football team building upon my teamwork and communication skills as well as staying active.

**REFERENCES:**

References available upon request.