

AL THORPE

17a Christmas Way, Abingdon, Oxon OX99 2PQ
althorpe@inter.net | linkedin.com/al-thorpe-xxxx
07759 123456

EDUCATION

2020–PRESENT

BSC BUSINESS AND MANAGEMENT, UNIVERSITY OF ABINGDON

- Predicted 2.1.
- Key modules include: circular and enterprise economy (67%); digital marketing (66%); and business practice analytics (66%).

2013–2020

A LEVELS AND GCSES, JOHN REDMOND HIGH SCHOOL, IPSWICH

- A LEVELS: French (A), economics (A) and history (B)
- GCSEs: Nine GCSEs with grades 9–7 and A*–B, including English literature (9), English language (8) and maths (7).

WORK EXPERIENCE

2021 (MARCH)

INSIGHT DAY, SHINIEST CONSULTING (VIRTUAL)

- Gained an insight into careers within strategy consulting and the skills required.
- Attended a skills-building session on forging excellent client relationships.
- Participated in a case study exercise that simulated the work undertaken by consultants.

2020 AND 2021 (OCTOBER)

STUDENT AMBASSADOR, UNIVERSITY OF ABINGDON

- Presented to up to 100 prospective students and freshers about student life and budgeting tips.
- Directed students and their families to accommodation on campus, answering their queries and following health and safety guidelines.

2019 (JANUARY–OCTOBER)

RETAIL ASSISTANT, WATERSTONES, READING (PART-TIME AND HOLIDAY)

- Won Employee of the Month award for outstanding customer service.
- Deputised for the department manager. Resolved problems such as customer complaints and colleagues' difficulties with retail systems.
- Trained and supported two new members of staff on how to use the retail point of sale, cash management and order management systems.
- Was trusted to cash up tills and log daily takings using the cash management system.
- Dealt with customer enquiries in person, via email and over the phone, strengthening client-facing skills, commercial awareness and product knowledge.

2018–2019 (OCTOBER–APRIL)

WAIT STAFF, ABINGDON WINERY (PART-TIME AND HOLIDAY)

- Applied tact, diplomacy and judgement in situations such as: asking for proof of age; responding to complaints; and managing incidents such as disputes between customers.
- Liaised with kitchen staff to cover food orders as well as serving at the bar, so multitasking was essential. Made sure customers were served quickly at busy times.

VOLUNTEERING ACHIEVEMENTS

2020–PRESENT

SECRETARY OF ABINGDON UNIVERSITY ENTERPRISE SOCIETY

- Organised a series of monthly Zoom webinars with local entrepreneurs and business professionals by inviting appropriate speakers, setting up Zoom meetings and promoting the meetings to members of the society and those on business courses.
- Organised management committee meetings. Wrote and circulated agendas and meeting notes. Kept committee members up to date with progress on our plan.

2020–PRESENT

CONTRIBUTOR TO STUDENT NEWSPAPER

- Contribute a monthly music review column for student newspaper, *Abingdon Student*.

2020 (MARCH–JUNE)

LOCAL LOCKDOWN VOLUNTEER

- Joined local community volunteering task force, ensuring that vulnerable and shielding members of the community received medications and groceries.
- Volunteered for two days a week during lockdown, picking up and delivering supplies and stopping for socially distanced conversations with residents.

2016–20

SCHOOL PREFECT AND FORM CAPTAIN

- Contributed to the school's anti-bullying policy by promoting a national competition run by a network of charities. Co-ordinated the school's entries.
- Travelled to Japan with two other students as part of an exchange initiative. Delivered anti-bullying workshops to students in three Japanese schools.

LANGUAGE SKILLS

- Fluent French.
- Working knowledge of Spanish.

IT SKILLS

- Highly competent user of Microsoft Office: Word, Excel, Planner, Teams and PowerPoint.
- Effective user of social media and platforms: Twitter, Instagram, Facebook and TikTok.
- Effective user of photo- and video-editing apps: iMovie, Google Snapseed and Pixlr.

REFERENCES AVAILABLE ON REQUEST