Joe Smith

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**Personal statement**

I am an 18 year old school leaver with an excellent academic record and strong soft skills acquired through a range of extra-curricular projects. I am confident dealing with the public, serving customers and resolving complaints. My strong communication skills, excellent presentation and friendly outlook make me well-suited to a customer facing role. I am looking for a full time position in a service business.

**Skills**

* I have developed strong communication skills from launching and managing my own community project together with various part time roles, coaching and refereeing. I am able to deal with the public effectively, resolve conflicts and speak clearly in groups.
* I have a very good level of literacy and numeracy, achieving As for most of my maths assignments.
* I am a confident written communicator and I have developed my written skills through freelancing in the local area.
* I had an excellent attendance record at school and my extra-curricular projects have demonstrated that I am reliable and trustworthy.
* I am IT literate with a typing speed of 45wpm and the ability to use most basic software packages to an intermediate level (Microsoft Word, Excel and PowerPoint).

**Experience**

*Freelance writer (January 2017 – date)*

I am a confident writer, having prepared pages and blogs for my family’s business. In 2017 I started taking on freelance writing jobs for local firms, supporting both their website and print media content needs. I have completed 35 paid projects over the past two years, building my skills in written communication.

*Browns Café, Nottingham Auctions (2016 – 2018)*

For the past three years I have helped my mother to run the food and drinks cafe twice a month at the local Auctions. This involves serving customers, taking payment and giving change. I was given the responsibility of managing the café alone on numerous occasions and did so with confidence. Dealing with members of the public has developed my ability to speak with clarity, to listen carefully and to handle customer complaints.

*Assistant Referee, Nottingham Woods Junior Football Squad (2016 – 2018)*

Since 2016 I have acted as Assistant Referee to the local junior football team each Saturday. I also coach the junior team for half an hour before each match. This opportunity has helped me to develop a very wide range of skills including effective mentoring, clear communication, dispute resolution and attention to detail.

*Keep the Green Clean (June 2015 – date)*

I started a ‘Keep the Green Clean’ campaign in my village in June 2015. This included raising funds at local events, designing and distributing posters and leaflets to local businesses, and organising regular groups of local people to keep our village green clean. In driving this project forward, I have further developed my communication and leadership skills.

*Young Entrepreneur Scheme (2016 –2018)*

I took part in my school’s Young Entrepreneur scheme for three years. This involved making items such as Fimo jewellery to sell and running a stall every break time. Each year we have raised over £1,000 for local charities. Working with 9 other students, the project developed my problem-solving, communication and teamwork skills, and required a strong work ethic as tasks had to be completed outside of school time.

*ABC Accountants (2014 - 2018)*

During the school holidays I worked for 2 days each week at my father’s business, an accountancy firm. Tasks included typing, filing and taking post to the post office. Given the nature of the business, this placement required good organisation skills and attention to detail.

*St John’s Ambulance (2013 – date)*

I have been a St John’s Ambulance cadet since I was 13 and I regularly attend the local football team’s matches to provide first aid support alongside the St John’s Ambulance team. This helped me develop confidence in dealing with the public, working in a team, active listening and quick decision making where incidents occurred.

**Education**

ABC College, *Nottingham*

2017 – 2019

A Levels in English (B), Maths (C) and Physics (C)

Attendance: 98.3%

ABC Academy, *Nottingham*

2013 – 2017

GCSEs in English (A), Maths (A), Physics (A), Geography (C), Economics (C), Biology (C), Business Studies (C), Graphic Design (C) and Art (C)

Attendance: 99.5%

**Hobbies and interests**

In addition to my various projects, I am also a brown belt in Aikido and attend classes on Monday evenings.

**References**

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| --- | --- |
| Mary Jones, Form Tutor  ABC Academy  456 The Street  Nottingham NG1 234 | Claire Riley  St John’s Ambulance supervisor  789 The Street,  Nottingham  NG1 234 |

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