**First Name Last Name** name@gmail.com • 07123 456 789 • 56 Byers Road G12 9EP

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| **Personal Statement** |
| I am currently studying for my bachelor’s in international relations and have experience in people-facing roles. Through my previous work I have learned how to provide the best customer service by listening to customer complaints, and proactively helping customers. As school vice-captain and class representative I have listened to feedback from other students and liaised with staff to help improve student satisfaction, and organised and managed events. I am excited about this role as it would help further develop my leadership and teamworking skills and would be highly beneficial for my chosen field. **EDUCATION** |

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| University of Glasgow  BA International Relations  *Skills developed: intercultural and global awareness, critical and independent thinking, groupwork, and communication* | September 2023 - June 2027 |

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| Glasgow Academy  SQA Highers: | August 2017 – June 2023 |

Math’s – A, English – A , Modern Studies– A, French – B, Spanish – B

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| **Previous experience** |

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| Tesco Extra Maryhill – *Customer Assistant* | May 2024 – September 2024 |

* Proactively helped customers find items and made suggestions
* Worked closely with managerial team to improve issues with stocking
* Actively involved in replenishing stock and keeping eye on stock

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| Francis’ Café, Glasgow - *Waitress* | March 2022 – September 2023 |

* Provided quality service to customers
* Listened to customer complaints and provided help when needed
* Led an initiative that improved customer satisfaction

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| **extracurriculars** |

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| School Vice-Captain | August 2022 – June 2023 |

* Involved in managing school events and communicating with staff and students
* First point of call for students who were struggling

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| International Relations Class Representative | September 2023 – June 2024 |

* Obtained student feedback through communications and surveys
* Liaised with staff to effectively communicate this feedback and suggest improvements

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| **TOP SKILLS** |
| **Interpersonal Skills:** an effective communicator and team player, able to impartially provide feedback and make suggestions, worked closely with different groups and liaised between them  **Customer Service:** lots of experience in customer-facing roles, finding solutions to customer problems, proactive in providing good service and listening to complaints |