

## **Helen March**

Contact

01733 864654

[andrew.jones@peterborough.gov.uk](mailto:andrew.jones@peterborough.gov.uk)

### **Personal Profile**

I am a friendly and cheerful individual with a positive outlook. I enjoy working within a team, but can also lone work using my own initiative. I have excellent listening skills and have enhanced my verbal communication skills through working with people of different nationalities. I am a flexible and adaptable person and am looking for a role which will allow me to both learn new skills and develop my existing skill set.

### **Key Skills**

- Excellent Customer Service Skills
- Creativity and Good Attention to Detail
- Till and Cash Handling Skills
- Reliable

*Please click to view Digital Video CV:* <https://vimeo.com/182097864/90549951d7>

### **Employment History**

#### **Scope, Volunteer – June 2016 to present**

Whilst on work experience at Scope I was responsible for replacing the stock on the shop floor and also delivering excellent customer service to the customers. I also assisted in creating the window displays to encourage people to come and browse inside. I have also received training in health and safety and basic security and anti-theft procedures.

#### **Full time Housekeeper – September 2014 / May 2016**

During this period of time, following my relocation to Peterborough, I was a full-time housekeeper for a family member. I was responsible for planning, budgeting and preparing all the family meals. My duties also included all the housekeeping duties from washing and ironing to keeping up to date with all the family finances.

#### **British Heart Foundation, Volunteer – May 2012 / September 2013**

During my time at the British Heart Foundation, I would sort the items received and replenish stock on the shop floor. I would also deal with customers and assist them with any questions they may have.

#### **McCarthy's, Production Operative – May to August 2012**

My duties at McCarthy's included preparing fruit and vegetables in accordance with customers' requirements. This required me to operate a number of different machines in accordance with the health and safety guidelines in place. This role also required me to work under pressure as we often had tight customer deadlines to work to.

### **Holiday Inn Hotel, Attendant – October to December 2011**

During my time at the Holiday Inn, I would prepare tables for weddings, banquets and other events being held there. I would need to clean and polish the tableware before correctly laying the tables. This required a high level of attention to detail to ensure there was an excellent finish throughout and the tables were presentable to the guests.

### **Anovo UK Ltd, Production Operative – 2003 / 2011**

As a production operative, I worked as a software upgrade machinery operator. Part of my role included sorting and packing used items of phone parts before returning them to the manufacturer. I was also a runner whereby I was responsible for taking new parts to the engineers to allow them to repair customers' phones. This often had a quick timeframe so the engineers could deliver a good service to their customers. During my time, here I was also responsible for quality assurance, and I gained a certificate for First Aid in the workplace as well.

## **Education and Training**

### **Pitman Training Centre – October 2016**

- Computer course completed in all aspects of IT that occur in work and life situations.

### **Ingeus Employability Programme - 2013**

During my time at Ingeus I learnt all aspects of job searching, along with IT techniques and interview skills.

### **Other qualifications**

- 2012 – Basic Health & Hygiene UK – online course completed
- 2009 – NVQ Performing Manufacturing Operations – EDI Level 2
- 2003 – Emergency First Aid in the Work Place (by Nordic Paramedic Services)

### **Secondary Education - 1979**

I completed my secondary education and gained the following

- O Level English
- CSE English, Maths, Science, Geography, Spanish, Art, Domestic Science & Needlework

### **Peterborough College of Adult Education - 1988 / 1999**

Certificates completed in the following:

- Health and Safety
- Key Skills
- Working with Others
- Food Hygiene
- City and Guilds certificate in Number Power and Word Power

## **Interests and Hobbies**

In my spare time, I enjoy gardening and reading. I am also learning to tea dance. As I am a creative person, I also make crafts for my local WI to use to raise funds.

**References available on request**