

FLORENCE HYACINTH

PERSONAL DETAILS

Address: Flat 9, 593 High Road, Tottenham, London N17 6EW
Telephone: 020 8885 1441
Mobile: 07789 013623
Email: hyacinthflorencia@yahoo.co.uk

PERSONAL PROFILE

- Well presented with excellent communication, negotiation and interpersonal skills
- Ability to interact effectively with people at all levels with patience, tact and diplomacy
- Highly organised and methodical with excellent time management and prioritisation
- Dedicated to providing the highest standards of customer service
- Enthusiastic and self motivated with an eye for accuracy and attention to detail
- Ability to remain calm and focused under pressure and work within strict deadlines
- Welcomes challenges, learns fast and adapts well to new situations and opportunities
- Driven to achieving set goals, reaching deadlines and exceeding expectations
- Ability to lead, motivate and inspire others, a committed team player
- Friendly, approachable, outgoing personality with a positive outlook

KEY SKILLS

- Multilingual, fluent in English and French with good understanding of Spanish
- Proficient in the use of Windows applications and software such as Microsoft Word, Excel, Access, PowerPoint, Internet, email, Visual Basic, Java, Unix, MS DOS

MEMBERSHIPS

- Member of the British Computer Society (BCS)

EDUCATION

**University of
East London**
*Barking Campus,
Dagenham
Essex RM8 2AS*

February 2003 – Present

BSc (Hons) Computing and Business Information Systems / Expected degree 2.1

Year 3: Application Workshop, Issues in Information Systems Practice, Managements in Information Systems, Project.

Year 2: Analysis and Design, Operating Systems, Database Systems, Data Communication and Networks, Project Management, Analysis and Design, Multimedia, Software Development (Java)

Year 1: Project Management Web Design and the Internet, Fundamentals of Business, Fundamentals of Software Development (Visual Basic), Fundamentals of Computer Systems, Fundamentals of Information Systems, Computer Applications Practice.

Middlesex University
London N22

1999 – 2001

BTEC Higher National Certificate (HNC) In Housing

Modules included: Access to Housing, Housing Organisations, Markets, Finance, Law, Management, Administration, Maintenance and Repair

**College of North
East London**
London N15

1998 – 1999

Access to Social Work

Subjects included: Psychology, Social Policy, Sociology, Professional Skills, Information Technology

**College of North
East London**
London N15

1998 – 1999

Introduction to Counselling

Lycee Jeunes Filles
Ivory Coast

1984 – 1990

Secondary Education

GCE 'O' Levels: English, Maths, Biology, French, History, Spanish

FLORENCE HYACINTH

CAREER HISTORY

Sales Associate /
Department Trainer
HARRODS LTD
Knightsbridge, London

October 1999 – August 2002

- Originally employed in the Beauty Apothecary Department and was promoted to Department Trainer in January 2001
- Overseeing all the training requirements of a team of 65 full time staff, plus additional temporary staff
- Welcoming all new staff to the department and carrying out training on systems and procedures, including use of the point of sale system and DMS stock ordering systems
- Carrying out training on correct dress code and grooming and on the job customer service training
- Carrying out other essential training such as fire training and health and safety
- Liaising directly with customers, processing sales transactions
- Dealing with queries, giving information and resolving customer complaints
- Opening and closing of tills, cashing up and daily reconciliation of takings
- Carrying out stock control
- Merchandising and arranging stock displays
- Dealing with export sales and processing telephone orders from customers
- Arranging and attending weekly departmental meetings
- Dealing with correspondence and email communications
- Liaising with the management team and the departmental buyer
- Developed and implemented a new promotion in February 2001 to increase sales for Valentine's Day
- Received the award for Best Customer Service in the Department, two consecutive years, 2001 and 2002, and was rewarded by the Chairman

Sales Advisor
MARKS AND SPENCER
Oxford Street, London

July 1999 – September 1999

- Dealing with customers, giving information and advice on products
- Cash handling and processing sales transactions
- Stock control and merchandising

Nurse Assistant
THE WHITTINGTON
HOSPITAL
Highgate, London

1994 – 1996

- Assisting in the general day to day care of service users
- Dealing with admissions
- Instructing medication
- Ensuring that service users were looked after and that their needs were attended to

INTERESTS AND ACTIVITIES

In my spare time I like to keep active and busy. I enjoy going to the gym and keeping fit and sports such as tennis and swimming. I carry out voluntary work for my church and help out in the local community. I like to meet new people, going out and socialising with friends and work colleagues. I also enjoy spending time in the library, carrying out research and using the Internet. I relax by listening to music or reading. I also very much enjoy travelling, visiting new places and experiencing different customs and cultures.

REFERENCES

Available on request.