

Keep contact details to a minimum; simply ensure that the employer can get in touch with you.

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## Chris Cunningham

3<sup>rd</sup> year English Language student seeking to further develop existing customer service skills, developed through extensive work experience.

### Work Experience

**April 2010 – present**

**Bartender, The Curlers Rest, Glasgow**

- Developing customer service skills by serving customers food and drink in a busy bar.
- Ensuring customers are served quickly and accurately, on a busy night dealing with around 40 customers an hour. Able to maintain energy levels and enthusiasm throughout a busy shift.
- Responsible for effectively dealing with customer complaints.
- Responsible for providing one to one training to new members of staff, having demonstrated my competence in my role.
- Recently given additional responsibility for cashing up tills, involving an understanding of back office processes and using skills in arithmetic.
- Suggested the bar started a cocktail of the week promotion which has increased takings midweek by 5%.

**Summer 2009**

**Customer Service Adviser, Scottish Power, Glasgow**

- Providing high levels of customer service over the telephone.
- Successfully resolving customer complaints and dealing with upset and angry customers in a sympathetic and effective manner. I have received outstanding feedback from managers on my customer service skills.
- Consistently exceeding targets in number of calls I deal with and in up selling new products to customers.
- Quickly developed understanding of complex issues around tariff levels and transfers of energy providers.

**June 2008 – May 2009**

**Sales Assistant, Topshop, Stirling**

- Providing an excellent service to customers in the shop, including regularly sourcing stock from other stores for customers and providing friendly advice to customers on their purchases.
- Maintaining high levels of customer service even when the shop is very busy and there is a lot of pressure to serve customers quickly.
- Developing skills in visual merchandising, to ensure that the shop visuals enhance customer's experience and make the shop easier to navigate.
- Identified an opportunity to generate positive publicity for the store by organising a fundraising fashion show with clothes from Topshop.

Make sure the dates, employer name and job titles are easy to see at a glance.

Bullet points make your CV much easier to read – try to aim for 2-3 lines per point.

Where possible try to explain what you did and any **results** you achieved.

As this CV is for a Part time job the education section can come after work experience as it is not directly relevant to the role. It is important to explain that you are a student on page 1 however.

## Education

**September 2009 – present**

**MA (Hons) English Language  
University of Glasgow**

- Developing my communication skills through writing extensively and also undertaking several presentations to my colleagues.
- Frequently working in groups on projects, in one instance I was nominated as group leader and provided a measured and diplomatic approach to this – my group achieved the highest grade for this project.
- Managing my time, successfully balancing university workload with a part time job, never missing deadlines.

**2003 – 2009**

**Wallace High School, Stirling**

5 Highers: grades A & B (including Maths and English)  
8 Standard Grades: grades 1 & 2

## Interests

Organise and host a weekly pub quiz at the Queen Margaret Union. Researching questions and promoting the event through Facebook, posters and the student newspaper.

Part of a samba band in which I play saxophone.

Volunteer fundraiser for Cancer Research UK, I have organised a charity fashion show and I am also the treasurer on a Relay for Life committee responsible for managing the funds for a 24 hour fundraising relay.

## Additional Information

Proficient in all MS Office applications.  
Full clean driving licence.  
Level 2 Food Hygiene Certificate.

## References

Mr C Dougan  
Adviser of Studies  
[c.dougan@gla.ac.uk](mailto:c.dougan@gla.ac.uk)  
0141 123 4568

Ms M Todd  
Bar Manager, The Curlers Rest  
[M.A.Todd@curlers.com](mailto:M.A.Todd@curlers.com)  
0141 555 6666

This is the correct format to write your degree and the University name.

There is no need to list your school qualifications by subject (unless they are specifically requested by the employer).

Make sure any additional skills are relevant to the job you are applying for.

Make sure your references don't take up too much space – here they have been placed next to each other to use the whole page.

There is no need to add a postal address for your references.