Emma Wallace

Thristley Wood, Sunderland

SR3 2TU

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Date of birth – 06/06/2003

Personal Profile

I am a great team player who works well both independently and with others. I can cope well under pressure and when faced with a challenge I will do my best to overcome it with the highest standard. I have always been very punctual which has been portrayed throughout both my school and college years with 100% attendance. I am also very committed and hardworking, with a great level of confidence. I have proficient IT skills and can confidently use both Microsoft and Google workspaces as well as specialist IT software such as Adobe Photoshop and Premiere Pro.

Work Experience

**Primark – Retail Assistant**

April 25th 2021 – present

* Customer facing role which demonstrates my excellent ability to communicate and work with well with others including managers, supervisors, and colleagues.
* Responsibilities include delivering an outstanding customer experience in store by proactively tidying shop floor, administering customer sales as well as confidently resolving customer complaints and any other issues arising instore.
* Assist with stock taking and displaying new stock throughout the store to maintain the organisation and presentation of products to a high standard.

**Sunshine Cooperative – Intern**

December 3rd – present

* Working with a small, local business each week, working closely with the owners, as well as customers
* Responsibilities include writing a piece every week to be distributed on the business' website, providing information on things like new stock and other local businesses

**Education**

**Sunderland College (2019 – present)**

Level 3 BTEC Creative Media Practice – *result pending*

**Farringdon Community Academy (2014-2019)**

Obtained Grades

English – 5 Design & Technology - 5

Media Studies – 5 Maths – 4

Science – 4-3 Sport – M2

Computer Science – 3

Key Skills

* Sociable
* Always willing to learn
* Reliable
* Independent
* Trustworthy
* Timekeeper
* Confident