

CARYS MARSHALL

Bradford

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#readytowork



PERSONAL DETAILS

Eligible to work in the UK: Yes

Highest Level of Education: GCSE or equivalent



WORK EXPERIENCE

Customer Service Representative

Domino's Pizza - DS Group - Bradford

November 2020 to Present

- Making pizzas
- Preparing sides

Volunteer Worker

Sue Ryder - Bradford

July 2020 to November 2020

- I am constantly learning new skills at Sue Ryder. For example, I know how to adapt to certain shop conditions during the Covid-19 pandemic. Such as cleaning touchpoints and enforcing the mask law.
- I have acquired the skill of sorting and hanging clothes. This also includes putting stock onto the shop floor. This job is important as it is how we get the best quality stock. It means I need to make decisions about what things to keep in order to gain as much money as possible for the charity.
- I am also able to deal with customer questions and accept donations from them at any time, using the correct protocol. As well as turning them away politely when we are unable to hold their donations.
- I have also had experience on the shop floor decoding old stock from 3 weeks and earlier in order to make room for new stock to keep the shop floor looking fresh.
- I have found that I thrive behind the till because I am able to talk to members of the public and give them a friendly face to talk to. I would say that I am fairly good at selling Sue Ryder Lottery tickets and have started to build my own sales technique.
- I have window dressed some mannequins with an autumnal theme to showcase the new season.

Administrator

Dinsdales Estates - Bradford

August 2019 to March 2020

- Answering phones and emails with enquiries from tenants, landlords and other customers. This included problem-solving with regards to building faults such as leaks and pests.
- Distributing invoices to landlords of repairs and rent.
- Franking mail and delivering it to the post box.
- Making posters and brochures to advertise the newest properties.
- Constantly learning new things about the property market, especially the auction and lettings side of things.

Administrator

Arrow Coach Travel Ltd

February 2017 to February 2018

- Answering phones to deal with enquiries about trips and bookings.
- Creating posters for the windows and brochures to hand out on trips and to members of the public who enter our office.
- Handing out confectionary and beverages on coach trips as an assistant stewardess. Including taking orders and building a rapport especially with regular passengers.
- Helping to clean coaches and refastening all of the seat belts.
- Inputting online bookings onto the system.



EDUCATION

A-Level or equivalent in Music Performance and Production

Bradford College - Bradford

Present

GCSE or equivalent

Beckfoot Thornton - Bradford

September 2014 to June 2019



SKILLS

- **Microsoft Powerpoint, Microsoft Excel, Microsoft Word, Microsoft Outlook (6 years)**
- **Logic Pro X (1 year)**
- **iMovie (1 year)**
- **Customer Service**



LINKS

<http://digitalspace.bradfordcollege.ac.uk/10608053>



CERTIFICATIONS AND LICENSES

National Citizen Service Graduation

Present

Certificate to say that I took part in the government-funded scheme (NCS) for young people in the local community during the summer of 2019. This includes volunteering, team building and community workshops that allowed us to help local businesses. I worked with the Bradford Library, carrying out a children's workshop inspired by the anniversary of the moon landing. Afterwards, they said that we had given them more footfall and found that more of the public now had better knowledge of them.

National Citizen Service Graduation

Certificate to say that I took part in the government-funded scheme (NCS) for young people in the local community during the October half-term of 2020. This includes team building, leadership skills and understanding different diversities, especially in my local community. This was carried out to further assist me with my student rep role at Bradford College, which I have been a part of for 2 years.



ADDITIONAL INFORMATION

- I was a student at Whiteley's Academy of Performing Arts in Halifax for 3 years.
- I took part in a production day at Leeds First Direct Arena on February 17th 2020, on which I learned about the industry from someone with over 40 years experience and observed the stage, lighting and sound systems being assembled.
- I take part in mentoring with BCB radio, where I help two young girls with their singing for 40 minutes over zoom every week.