Andie Carpenter

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# Profile

* I am a 2nd year undergraduate business student at NTU, seeking a job for the summer.
* I am highly IT literate and competent with the usual Microsoft Office packages.
* I have experience in customer service, tutoring, coaching and graphic design, which has allowed me to build a range of valuable soft skills. <https://www.cvtemplatemaster.com>
* I am available June 16th – September 9th, any days/hours.

# Experience

### A Level Tutor - MyTutor.co.uk

##### 2019 – date

I tutor A level students during term time for business studies, both through Skype and face-to-face. This includes going over modules that they are struggling with and offering advice and feedback on coursework.

### Assistant Coach - Arnold Girls’ Under 11s Football

##### 2018 – date

I have been coaching girls under 11s since secondary. This includes teaching practical skills and offering feedback and motivation to the kids, delivering feedback to parents, and organising games.

### Graphic Design - Freelance

##### 2017 – date <https://www.cvtemplatemaster.com>

I started producing marketing materials for my family’s convenience store using Photoshop after completing a marketing module at University. I then approached other local businesses and I now produce materials for 4 businesses locally, including leaflets, posters and social media graphics.

### Customer Assistant - Carpenter’s Stores

##### 2009 – date

I assist my family in their convenience store whenever I am not at University. This includes greeting and taking payments from customers, helping with enquiries, restocking, taking deliveries and keeping the store clean.

### Customer Assistant (2 days per week, voluntary) - Oxfam Home Stores

##### June 2020 – September 2020

I volunteered two days a week, including serving customers at the till, sorting donations, researching donations for pricing, photographing items for the website, writing item descriptions and packing items for postage.

# Education and training

* **Microsoft Word (Expert)** - Pitman Training, 2021 <https://www.cvtemplatemaster.com>
* **Microsoft Excel (Expert)** - Pitman Training, 2021
* **BA Honours Business** – Nottingham Trent University, 2019 – date (in progress)
* **A Levels** - English (B), Maths (B), Business Studies (B), Redhill Academy, 2019
* **GCSEs** - 9 GCSEs grade C and above including English (B) and Maths (B), Redhill Academy, 2017

# Skills

## IT

I am competent with Microsoft Word, Excel and Powerpoint, and I can use Photoshop to a good standard.

* I have completed Expert-level qualifications in Word and Excel.
* I have used all three packages extensively through secondary school and University.
* I use Excel and bookkeeping software to assist my family in running their store.
* I use all three packages to assist me in delivering effective tutoring services.
* I use Photoshop to produce marketing materials for my family’s business and other local shops.

## Customer service

* I have helped in my family store since I was 12, serving customers and assisting with their purchases.
* Last summer I volunteered at Oxfam home store for 2 days a week, assisting customers with purchases.

## Verbal communication

* I have participated in the Uni debating team for two years and my team has won two regional competitions.
* I prepare and deliver presentations to groups of app. 30 as part of my course, graded on average 79%.
* For the last two years in term time, I have been a private tutor for A-Level students in Business studies for 2 – 3 hours a week, face-to-face and Skype. This requires clear communication and the ability to deliver feedback with sensitivity and understanding. All of my students have passed with grades B+ to date.
* During term time I coach under 11s girls’ football for a local club which includes providing feedback and motivation for players, and feedback to parents. <https://www.cvtemplatemaster.com>

## Written communication

* My average grades for written submissions this year have been 82%, and last year they were 78%.
* I have blogged regularly about student life on my site andieblogs.com which attracts an average of 3,000 visits a month and has won two blog awards.
* I regularly participate in discussions with thought-leaders on LinkedIn regarding women in business.
* During my volunteering with Oxfam last summer, I created around 200 product descriptions for items on their online sales site.

## Active listening and ability to take criticism

* I have tutored students in term time for the last 2 years which requires active listening while students have concerns or questions – ensuring the student feels heard, and so I can work out the best way to help them.
* I have demonstrated active listening through taking careful notes throughout my lectures, resulting in an average 82% for exam grades.
* I have worked with my tutor on 17 modules now, taking on board their feedback and adjusting my work accordingly, resulting in an 82% average for this year’s submissions.

## Attention to detail

* My submissions have always been exemplary and I have not lost a single mark (out of a potential 5%) for incorrect spelling or grammar in the past two years.

## Teamwork

* As an assistant coach for girls’ under 11 football, I work with the head coach to deliver a programme of effective training. Our girls have won 6 out of 10 matches this year!
* During my studies at university, I have participated in at 3 group projects which required a group submission. Our team’s submissions have each scored over 80%.

## Time management

* I have completed a significant amount of coursework over the last 2 years to tight deadlines, under difficult circumstances because of Covid-19 and the limitations on teaching. I have never missed a deadline.
* I have 100% attendance record at University and 99% at secondary school.

## Working under pressure & ability to remain calm

* During my time working in the family store, sometimes customers would get quite upset if things had gone wrong. I am competent in handling complaints and problems calmly, and in finding resolutions that leaves the customer happy.
* Some of the under 11s I coach can get quite emotional and tensions can sometimes arise between parents. I have shown myself able to remain calm and mediate effectively throughout such situations.

## Ability to use initiative

* After studying marketing as part of my course, I have introduced a loyalty scheme at my family’s shop, together with regular marketing leaflets and an online website. Whilst sales have been consistent previously, they have grown by 15% and 25% respectively for the past two years.
* I approached several other local businesses and now create marketing literature for social media, leaflets and posters for four others.

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