



Employability

What is a CV?

You will be asked to show your CV when applying for a new job, before an interview.

Your CV, short for **curriculum vitae**, is a document you prepare to sell yourself to prospective employers. It tells them about you, your professional history, and your skills, achievements and abilities. They use it to decide if you will be a good fit for their company and decide if they will offer you an interview.

In addition to a CV employers may ask you to complete a cover letter and an application form.

What to include in your CV

- **Your name and contact details** (give example of what this looks like)
- **Personal profile** - also known as a professional summary or career objective, it is a short paragraph that sits just under your name that gives employers an overview of who you are and what you are good at. It should highlight specific qualities that match the role you are applying for (so you should tailor it for each job you apply to).
- Try addressing the following:
 - Who are you?
 - What can you offer the company?
 - What are your career goals?

SYLVIA H HUGHES

1, Cliff Avenue, Wokingham, Berkshire RG40 1TS /07789 655 431/sylviahughes@gmail.com

Professional Summary

A hard-working and energetic British sales manager with more than 30 years' experience in leading and managing sales teams in dynamic companies. Highly adept in providing excellent customer satisfaction through all stages of the sales process. Proven track record of success in driving retail businesses to become market leaders, increasing revenue year on year. Experienced in managing large UK sales teams. Possesses exceptional drive and determination to ensure business goals are met and surpassed.

Core Qualifications

- Highly skilled in retail management.
- Excellent people management skills.
- Excels in internal and external customer service.
- Skilled in profits generation.
- Excellent coordinator of sales initiatives.

Experience

April 1998 Present Sales Manager, The Long Company, Cardiff, Wales

- Managing a dynamic sales team.
- Producing business sales proposals and attending management meetings.
- Travelling to regional branches of the business across Britain.
- Presenting the brand as a specialist and professional product source.
- Generating new business with clients.

April 1983 January 1997 Deputy Sales Manager, Trueman Ltd, London

- Assisting the sales manager with all aspects of the company's UK sales strategy.
- Assisting with marketing campaigns.
- Managing the stock control system.
- Answering incoming calls and dealing with enquiries in a prompt and professional manner.

Education

1979-1982 University of Edinburgh, London MSc in Marketing 2:2

* Your CV should only be 1-2 pages long, so keep your bullet points short and concise! *

What to include in your CV

- **Experience and employment history** - outline your previous jobs and work experience. Start with your most recent job and work backwards.
 - State your job title, the employer, the dates you worked there and a sentence summarising your role.
 - Add bullet points for your responsibilities, skills and achievements
 - Use powerful verbs to showcase your impact!
- **Education and Qualifications** - also list the most recent first.
 - State the name of the school/institution, the dates you were there and the qualifications/grades you achieved
- **Hobbies/interests** - try to include things that will link to the job role (not essential if you don't have room!)

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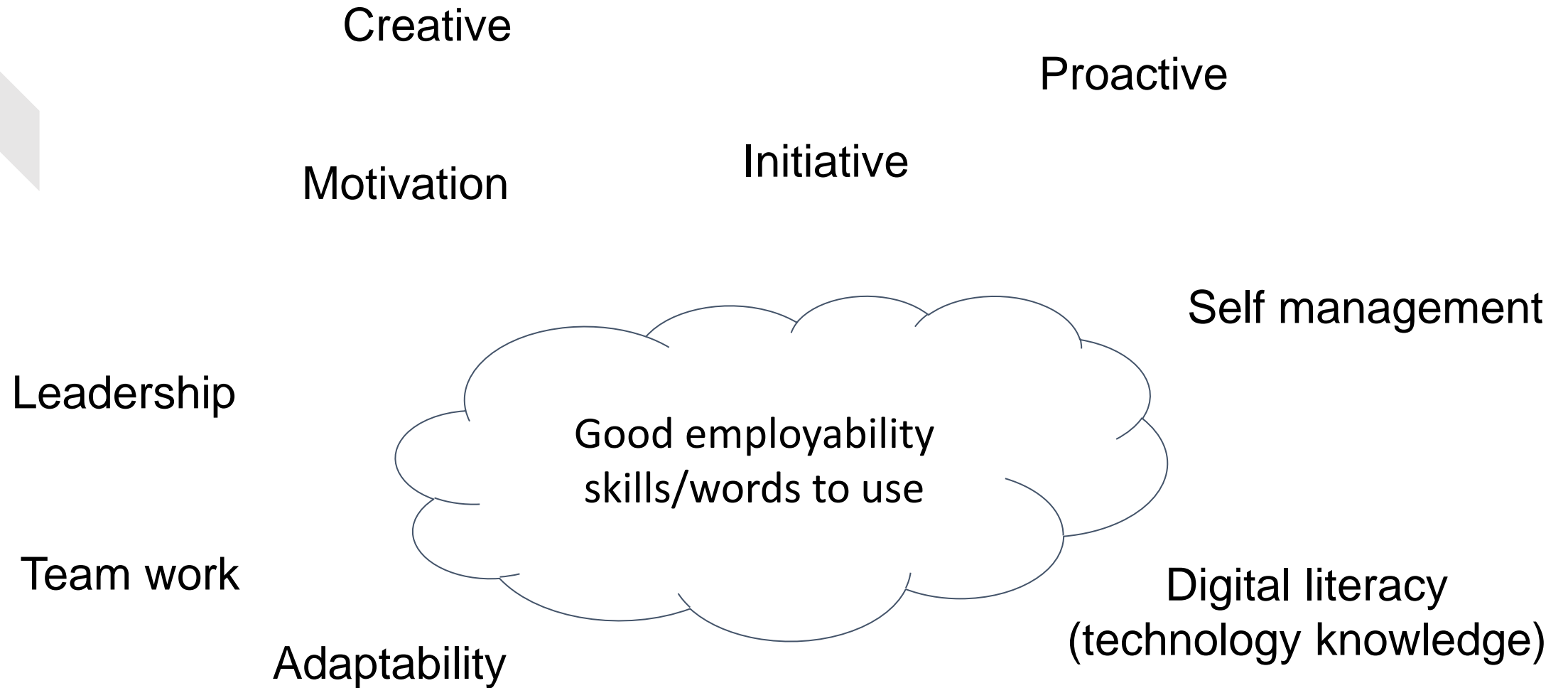
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For more tips/info: <https://www.cv-library.co.uk/career-advice/cv/how-to-write-a-cv-tips/>



Turn your personal qualities into transferable skills!

This is me... I am a...

This is me...	I am a...
A good laugh	Gets on well with people of all ages
Sociable, chatty, bubbly	Good communicator, confident
Bossy	Has leadership skills
Likes to be the centre of attention	Confident
Easily distracted	Open to new ideas and suggestions, flexible worker
Bit of a daydreamer	Creative thinker
Helped to build a garden shed	Construction skills, planning and budgeting skills

More examples here:

<https://castlemanor.org.uk/files/Careers-and-Pathways/cv-application-useful-words.pdf>



What not to include:

- A headshot: In the UK it is not common to include a photo of yourself on your CV
- Age and date of birth: It is illegal in the UK under the Equality Act 2010 for employers to ask about your age because it doesn't affect your ability to do the job.
- Marital status: The Equality Act 2010 also stops employers from asking about your marital status or dependents so you don't need to include this in your CV.

Sarah Bloom

233 Hollywood Avenue, Suffolk, SJ1 3KQ

Mobile: 07838824922 E-mail: sarah.b@gmail.co.uk

Personal profile

I am a friendly and outgoing Customer Service Officer with a passion for retail and business. My studies and my previous work experience have all been in these areas, and I am currently looking to progress my career in a more challenging role. I have excellent communications skills which have enabled me to build strong relationships with customers, colleagues and external suppliers. I have previously managed a number of projects to a successful outcome, and I have the excellent ability to supervise, manage and motivate other team members.

Achievements

- More than two years of relevant work experience
- Project Manager on various occasions at College and University

Education

Sept 2013 – Jun 2016 BA Business Studies Bournemouth University
Grade achieved: 2:1

- Introduction to Organisation, Behaviour & Ethics
- Consumer Behaviour & Market Research
- Operations Management
- Marketing

Aug 2011 – Aug 2013 A-Levels Newbury College
Grade achieved: Maths: B English Language: B Psychology: A

Employment

July 2016 - Present Customer Service Officer Elite Retail Ltd.

Main duties performed:

- Dealing with customers face-to-face, over the phone and via email
- Assisting customers with finding suitable products or services
- Handling payments and processing returns, refunds and exchanges
- Dealing with customer feedback, concerns and complaints
- Dealing with stressful situations and emergencies in a professional manner, and ensuring that customer's concerns are promptly addressed
- Liaising with suppliers and external companies on a regular basis
- Assisting the Store Manager with their day-to-day activities

Curriculum Vitae

Mark Taylor

Address: 66 Hendford Hill, Mouldsworth, WA6 8DE, United Kingdom

Tel: 07900257283

Email: coolguy007@hotmail.co.uk

DoB: 27 February 1985

Nationality: British

Gender: Male

Marital status: Single

I am a hard-working individual who enjoys working. I am excellent at meeting deadlines. I have two years of experience in business, and I would like to contribute to a business with my excellent skills and vast work experience.

Achievements

- Finished my college studies
- Currently working as an IT support assistant

Education

1991 – 1992 Collingham Garden Nursery

1992 – 1996 Stamford Primary School

1996 – 2002 Harrogate Secondary School

2002 – 2004 A-Levels Sandwell Sixth Form College

- English: A*
- Mathematics: C
- Biology: B
- Geography: A
- Business: C

October 2004 – June 2007 UCB, Birmingham BSc Psychology