

Sarah Bartholemew

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I am an ambitious and personable individual with experience in customer service and administration. Soon to graduate, I am seeking a role to build on my biological studies.

Education and qualifications

2012 - 2015 University of Edinburgh
BSc Marine Biology, 2:1.

Modules included: Professional and Research Skills for Biologists, Marine Biology, Biotechnology and Oceanography, Evolutionary Ecology and Physiology of Animals, Conservation Biology and Fish Ecology.

Dissertation: *The effects of petrochemical effluents on the biodiversity of macro and micro fauna.*

2010 - 2012 Turnpike 6th Form, Hull
A-levels: Biology (A), Chemistry (B), Maths (B), General Studies (B).

2006 - 2010 St James High School, Hull
GCSEs: Double Science (A*), Maths (A), English Language (A), Geography (A), Technology (A), Spanish (A), English Literature (B), History (B).

Work experience

Jan 2014 - Sept 2014 **Retail Assistant, student union Co-op, Edinburgh**

In this role I served customers, worked the till system, took deliveries, stocked shelves and undertook general cleaning duties. Working quickly as part of a team to ensure customer waiting times were kept to a minimum. I was also the nominated first aider for the shop and this required training and review on a regular basis.

October 2013 **Student Ambassador, University of Edinburgh**

I was responsible for meeting and greeting new students to the university and advising them on locations and functions within the campus. As part of this role I was asked to present to a full cohort of students as part of an open day and manage questions from students and parents to best promote the university.

Example of a traditional CV

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1 Start with a bold statement that outlines your purpose. Include characteristics, skills, experience and sector interest in two concise sentences.

2 Include modules and dissertation if they are relevant. It's important to tailor your CV.

3 Include an outline of what your previous roles involved and try to incorporate the skills that resulted from your experiences.

4 Really think about the details of the role to bring out your skills/experience.

July 2013 - Oct 2013 **Administration Assistant, The Fringe Festival, Edinburgh**
This was mainly office-based but also involved taking to the street to deliver promotional material and sell tickets. In the office I was responsible for taking customer orders over the telephone and processing tickets for dispatch. I also had responsibility for updating the show area of the website and contributing to social media feeds.

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Summer 2012 **Customer Service Assistant, The Deep, Hull**
As front-of-house, I was the first point of call for all visitors to The Deep. Advising customers on the different exhibitions and feeding times, I generated tickets and upsold additional experiences. This was a busy role with a strong focus on customer service and I was awarded the 'Gone Beyond' award at the end of the summer in recognition of the positive customer comments that had been received about me.

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Summer 2010 **Aquatic Centre Assistant, The Deep, Hull**
Working in the penguin enclosure I carried out general cleaning, feeding and maintenance duties. At feeding times, we encouraged the penguins to interact with the visitors. I worked as part of a team of assistants, rotating duties and ensuring the penguins were well cared for.

2009 - Present **Voluntary Centre Assistant, RSPCA, Hull**
I became involved with the RSPCA at school and have continued to volunteer in their Hull centre during the university holidays. I assist with vulnerable and injured animals, clean and maintain animal enclosures, feed and exercise the animals. I also welcome visitors to the centre and encourage responsible ownership.

Additional skills and achievements

IT Skills:

- Confident in Microsoft Office packages.
- Experienced in social media feeds and web content.

Recognition:

- Head Girl St James High School, 2009.
- 'First Aider at Work' (qualified).
- Competed and ranked at Surfing Boardmasters Competition, Ireland, 2013.
- 'Gone Beyond' Award - The Deep.

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Interest and hobbies:

- Active member of the USCC (University Student Conservation Club).
- Active campaigner for animal rights.
- Enjoy surfing, horse riding and playing badminton.

Example of a traditional CV

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It is worth noting that many organisations will appreciate someone who is IT/social media savvy so make reference to this experience where possible.

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Including awards/recognition like this is very powerful.

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Including hobbies and interests can be useful if it demonstrates your personality or is relevant to the role. Avoid generic statements like 'keeping fit'.