

Maria Miller

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I am a motivated, confident and sociable individual who learns quickly in all environments. I am punctual, hardworking and enjoy being around people. I like to take on new challenges and willingly take myself out of my comfort zone. I can be left to work alone and also thrive in a team, I like to think of myself as someone who can be looked up to and take responsibility.

All of my experience so far has built excellent customer facing skills, I enjoy customer-facing roles and am looking for my next challenge and to start building a career for myself. I thrive off giving good customer service, I feel that every customer/client should be left feeling satisfied with the service they use and will choose to come back.

Priestlands School

- Maths - C
- English – C
- Science – C
- ICT – A
- Business – C
- Travel and Tourism – B
- Health and Social Care – C

Professional History

Yachtmail Chandlery – April 2016 – March 2017

I am currently working at the Yachtmail Chandlery as a sales assistant, I enjoy being around people and making customers happy and satisfied with their care.

When I first started working at the Chandlery I did not have the knowledge of the sailing industry but wanted to take on a new challenge as I love learning new things and exceeding my potential.

My main duties include:

- Serving customers, helping with any questions or needs they may have.
- Opening/closing the shop including cashing up tills.
- Daily responsibilities of cleaning.
- Being responsible for the Kayak hires and bookings.
- Liaising with customers, recording orders and taking bookings via the telephone.
- Taking and ordering stock.
- Receiving deliveries and making sure that everything is put away properly.
- Overseeing the daily duties and run of the shop.
- Dealing with complaints and returns in a professional manner

New Look, Lymington – June 2015 – April 2016

I worked in the Lymington branch of New Look for just under a year before I thought it was time to take on my next challenge at the Chandlery. I learnt a lot about customer service and retail while I was there, similar to the Chandlery my responsibilities included:

- Serving customers making sure they were satisfied with my service and our products
- Cashing up tills
- Opening and closing the store including setting up security (alarms)
- I completed online health and safety training and courses relevant to the job.
- Daily cleaning
- Overseeing the daily responsibilities and run of the shop.
- Taking phone calls
- Covering other stores in the area
- Stock taking, ordering new stock and receiving deliveries
- Dealing with complaints and returns in a professional manner

Smiles Dentist Practice April 2016 - November 2016

I worked as a trainee dental nurse for 8 months. I learnt so many new things that i didn't even realise that were possible. I felt like this job gave me the confidence that i needed to work in customer facing jobs. My daily responsibilities included:

- Opening and closing the surgery in the morning (key Holder, securing alarms)
- Cleaning and prepping surgery room ready for the first patients
- I completed online health and safety training and courses relevant to the job.
- Daily cleaning
- Overseeing the daily responsibilities and run of the surgery
- Taking phone calls
- Covering other stores in the area
- Stock taking, ordering new stock

Southlands School, Lymington - August 2017 - September 2018

Support Worker August 2017 - May 2018

Administrator May 2018 - September 2018

I have been working at Southlands School as a support worker for children with aspergers and autism. This job consisted of care for the young people, from cooking and cleaning to evening and weekend activities to dealing with challenging physical/verbal behaviour. After spending 9 months working in care i moved over to the admin office as i found the behaviours of the young people very challenging and hard at times.

Since working as an administrator i have learnt so many new things and undertook challenges and deadlines that i didn't think were possible at times. I have pushed and worked hard to better myself. The reason for leaving this job to go to Australia and travel.

Personal details and interests

In my spare time I like to:

- Socializing with friends/family
- Going to the gym
- I have a passion for horse-riding
- Going on forest walks with my dog

