

# An example of a skills-based CV

## **Doreen Rao**

55 Broad Avenue, Reading, Berkshire RG55 1XX  
Tel: 0118 923 5666      Email: dr600@fsmail.net

### **PERSONAL PROFILE**

Reading University History and Politics graduate with experience in Housing. Seeking to build on staff training and equal opportunities experience by moving into Human Resources role in the Public Sector.

### **KEY SKILLS**

- **Communication and negotiation**  
At Blower's bank and the CAB provided a high quality service to customers. At the bank, kept staff informed of all current initiatives and liaised between counter staff and managers.
- **Organisation**  
As Customer Service Supervisor, organised staff rotas and planned training for new team members. As a parent have been involved in organising many activities for my sons and have arranged fund-raising activities for our local community centre.
- **Team work**  
Much of my course work was dependent upon participation and motivation of project groups. Have experience of working within a team-based culture at the bank and at CAB. Involvement in school committees required close collaboration with others.
- **IT**  
Confident user of Microsoft Word and Excel and have used databases to record and retrieve information both at work and during my studies.

### **EDUCATION AND QUALIFICATIONS**

- 2008 – 2001 **The University of Reading; BA Hons History and Politics Class 2:1**  
Subjects included Post 1945 Social History, Modern Politics and Social Policy.  
Dissertation topic "Public Sector Housing – Equal Access for all?"  
This involved substantial research and analytical skills and led to my particular interest in housing issues.
- 2006 – 2008 **Mander College of Further Education, Reading**  
A'Levels – Politics (B) History (B) Sociology (C)
- 1994 – 1995 **Fulminster College, Reading**  
Diploma in Secretarial and Office Studies  
RSA II in Office Procedures and Accounts. RSA III in Typing.
- 1989 – 1994 **Longford Green Comprehensive, Reading**  
7 GCSE's including English (A) and Maths (B)

## **VOLUNTARY EXPERIENCE**

### **2009 – 2011 Adviser, Byford Roundshaw CAB, Reading**

Involved dealing with the public on a daily basis, answering queries and making referrals on a wide range of issues. This often required considerable tact and patience when dealing with distressed clients.

## **EMPLOYMENT**

### **2007 – 2008 Part-time Secretary Administrator, Keene & Reece Solicitors, Reading**

Kept accurate records of conveyancing undertaken by the solicitors and organised all the searches requested by them. Dealt with queries from clients and other legal firms.

### **2005 – 2007 Customer Service Supervisor, Blower's Bank, Reading**

Promoted to Supervisor after two years as a Customer Service Clerk. Organised and ran induction training, acted as liaison between clerical staff and managers. Also dealt with problems and complaints from the public.

### **2003 – 2005 Administrator, Smythe, Raja and Lao, Estate Agents, Reading**

Produced a variety of typed letters and documents to meet tight deadlines. Organised a new filing system to keep track of new properties coming onto our books. Handled personal and telephone enquiries from the public when Sales Negotiators not available.

## **PROFESSIONAL TRAINING**

- A range of specialist skills courses taken as part of my work with CAB including interview skills, negotiation skills and equal opportunities.

## **OTHER SKILLS**

- Good standard of spoken and written Italian
- Full, clean driving licence since 1992.

## **INTERESTS**

**Community:** Active member of the local community centre. Organise social events and fund-raising activities with other members. Succeeded in raising money for a new minibus last year.

**School:** Parent-governor for my children's school and help with the work of the Premises and Special Needs Committees.

**Sports:** Regularly play badminton and squash, both of which I do through evening classes.

## **REFEREES**

Dr Rachel Colechin  
Personal Tutor, Humanities  
The University of Reading  
Whiteknights  
PO Box 236  
Reading RG6 6AH  
e-mail: r-colechin@reading.ac.uk

Louise Pandya  
Manager  
Byford Roundshaw CAB  
29 Dukes Avenue  
London  
SW4 9QL  
e-mail: L.pandya@br.com