

An example of a skills-based CV

Doreen Rao

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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
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The University of Reading
Whiteknights
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