

Chloe Gurevitch-Ward

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Burntwood, Staffordshire

Profile

I am a 19 year old, confident and reliable individual with a strong set of core values and a desire to use my knowledge and experience in a meaningful way, and am always eager to learn and adapt to new challenges. I am looking for full time work during the week, but can be available for weekends if needed. I have previously worked in both retail and hospitality, as a waitress in multiple different cafes and pubs and as a sales assistant at Nike and TK Maxx, therefore I've had experience in dealing with customers daily and being part of a work environment, which has strengthened my communication skills and confidence. I would now like to venture into a new position more permanently working more hours and gaining more social skills in a different way. I have always been keen to gain a head start in my working career and like to spend my time professionally as well as socially.

Work Experience

Sales Assistant/Back of House member - Nike

April 2022 - Present

For the past 2 years, I have worked at the Nike outlet store in Cannock. I started off on the shop floor serving customers and gaining the knowledge and experience of how to handle a busy store and the day to day tasks; I then requested to change departments to further my learning, and became a back of house team member which involved the behind the scenes of keeping a store running. I feel having gained the skills required for both these areas of expertise, which has given me a lot more confidence in the working world in general. I can serve customers quickly and efficiently, and am known to get excellent customer feedback in surveys, keep the shop floor organised, and re-merchandise the floor as and when it's needed, and manage my time wisely to complete all tasks while putting the consumers first, and then being a part of closing down the store at the end of the day and preparing for the next day. I was also taught how to work with the safe and count cash at the start and end of day, to set up the tills and organise the cash on the close down into banking bags, which showed Nike I was willing to learn and eager to gain new skills. When I transferred upstairs about 6 months into working at Nike, I learned how to work the 6am deliveries and opening the store, receiving, managing and organising stock correctly, and doing regular checks of equipment and inventory, whilst being a team player and making sure everyone knows what they should be doing, and being there to help if needed. I carried on working for Nike after sixth form, moving up from an 8 hour contract + overtime to a 20 hour contract + overtime, and have thoroughly enjoyed the positive morale of the team and company, however I feel im ready for a change and a new challenge.

Waitress - The Owl pub

May 2022 - Aug 2022

Whilst working at Nike, during the summer of 2022, I got another part time job at The Owl in Lichfield. I would work half a day at Nike as overtime can be limited, and then half a day at the pub, with about an hour in between. This was a very fast paced lifestyle, however I feel I was able to balance and adapt to make it work successfully. At The Owl, I would be given a certain area of the restaurant to mend over and be incharge of, which involved seating customers, taking orders, making the hot drinks, check-ins, clearing tables and closing their bill. I would deal with up to 8 tables, and balance and manage my time to make sure everyone was being given excellent service. I also helped open and close the pub, which meant tidying and cleaning, and restocking.

Sales Assistant - TKmaxx

Oct 2021 - Dec 2021

During the 2021 Christmas period, I was a sales assistant at TKmaxx in Cannock. Some of my responsibilities included working on the tills as a team and independently; processing transactions as well as returns, while sanitising down my till frequently as part of the store policy. I was determined to provide customers with an excellent shopping experience when on tills and around the store, by

having friendly conversations and going above and beyond when answering customers inquiries and questions, helping to drive sales. Whilst on tills, I helped to broaden TKmaxx's treasure cards as part of their rewards scheme, to help boost customer loyalty. I not only specialised on tills, I was also responsible for flowing and maintaining stock regularly, making sure it was up to the companies standards. I worked up to 20 hours a week - picking up extra shifts when asked to.

Waitress - The Drill Inn

April 2021 - Sept 2021

In early 2021, I was a waitress at a pub in Burntwood, doing up to 5 shifts a week after school and on weekends. My job was to be a team player to help the pub run smoothly and the customers are more than satisfied by our service. Some of the jobs I was responsible for included serving customers on the till, waitressing tables, running food and drinks to tables, as well as cleaning up after the pub closes and restocking all food and drinks. My confidence began to grow whilst working at the Drill when speaking to customers, and helped pave my way for future jobs.

Waitress - Fallow Forests café

Dec 2019

I worked as a waitress part time at Fallow Forests café over the Christmas period, mainly serving on the tills, making drinks and waitressing, as well as making sure the work space was clean and sanitised at all times. I worked on weekends and some weekdays leading up to Christmas, and really played the part, by dressing up as an elf for my Christmas shifts, which was a great laugh. Due to lockdown, I was not kept on during the summer or used again during 2020 Christmas.

Waitress - Chasetown Bakery

Feb 2018 - Sep 2018

I used to work 3 paid hours every Saturday, also taking on extra work on event days and extra hours in the holiday periods. My main roles were operating the till, preparing food and cleaning. This was my first real job and gave me and insight into my career life.

Education

Erasmus Darwin Academy, Staffordshire

Sept 2021 - June 2023

After high school, I carried on at Erasmus Darwin Academy Sixth form, where I studied Criminology, Business and Psychology, and left with all 3 A-Levels. Whilst studying full time, I was also able to balance my part time job and social life. I chose against going to University, as I wasn't quite ready to make such a big decision on what I want to do as a career, and instead continued to work. Sixth form really showed me a great deal of independence, as well as teaching me valuable skills and learning.

Erasmus Darwin Academy, Staffordshire

Sept 2016 – May 2021

In May 2021, I left high school, after completing 10 exams in subjects such as Business, History and Maths. My GCSE results day made me realise that all of the hard work I had put into those exams had payed off, as I came away with 2 A*'s , 3 A's and 5 B's. This meant I was accepted into sixth form at Erasmus Darwin Academy to study Business, Psychology and Criminology.

Ridgeway Primary School, Staffordshire

Sept 2009 – Jul 2016

Skills

I am able to deal with customers and handle cash/cards thanks to my previous work places. I have also gained strong problem-solving attributes since being in the Scouts (1st Burntwood Scouts) for 5 years, and continued to develop this as a member of Lichfield Elders Explorers Unit for 2 years. I have also completed my Duke of Edinburgh bronze and silver. As well as taking part in many hands-on activities, I am an avid fan of fashion and different trends. I'm a firm believer that the right outfit can boost anyone's self esteem.

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