

## CV for career change

Here is an example of a CV from Samantha, seeking a career change. Samantha has a disability and there is an accompanying example covering letter in Section 4.7 where she uses the opportunity to explain this in relation to her ability to do the role.

### Samantha Williams

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#### Personal profile

I am a hard-working and dependable business undergraduate with extensive experience in administration, sales and customer service. This has enabled me to develop excellent interpersonal skills and an ability to think on my feet.

My experience to date has now given me the confidence and experience to embark on a career in marketing.

#### Qualifications

- |                     |   |
|---------------------|---|
| <b>2019–Present</b> | BA (Hons) in Business Management (Marketing): <i>Introduction to business studies; Design thinking: creativity for the 21st century; Understanding customers</i><br>The Open University |
| <b>2006</b>         | NVQ level 3 in Business Administration<br>Springfield Training, Birmingham  |
| <b>2005</b>         | 6 GCSEs at grade A–C including English, Maths and I.T.<br>All Saints High School, Birmingham  |

#### Employment experience

- |   |  |                         |
|---|--|-------------------------|
| <b>August 2016–Present</b>  | <b>Secretary/PA to Sales Manager</b>   | <b>New Look Fashion</b> |
| <ul style="list-style-type: none"><li>• Providing secretarial and administrative support to the Sales Manager</li><li>• Arranging meetings, diary management, dealing with appointment requests</li><li>• Updating records using computer database and spreadsheet software</li><li>• Liaising with other managers, suppliers and clients, etc</li><li>• Writing reports and briefing papers and making presentations</li></ul> |  |                         |
| <b>May 2008–August 2016</b>   | <b>Senior Sales Assistant</b>          | <b>New Look Fashion</b> |
| <ul style="list-style-type: none"><li>• Responsible for driving sales</li><li>• Supervising a small sales team</li><li>• Ensuring good customer service</li><li>• Building relationships with suppliers</li><li>• Implementing agreed promotional activities</li></ul>  |  |                         |
| <b>July 2005–May 2008</b>   | <b>Modern Apprentice (Retail Work)</b> | <b>Dixons</b>           |
| <ul style="list-style-type: none"><li>• Dealing with customer enquiries and sales</li><li>• Stock control including checking deliveries</li><li>• Customer services including handling complaints</li><li>• Promoting certain products under the guidance of management</li><li>• Maintaining displays and visual standards within the store</li></ul>  |  |                         |

#### Additional information

- Affiliate Professional member of The Chartered Institute of Marketing
- I have a full, clean driving licence
- I am actively involved with three children's charities for which I have arranged fundraising activities

#### References

Available on request