[Sophia Heaton]

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# I am a highly organised person with great time management skills. I consider myself to be a perfectionist when it comes to aspects, I'm passionate about as well as an efficient hard worker. I see myself as confident and can work with a group of people or even working alone. I am a great listener and tend to pick up on things quite easily and I find it easy to adapt to other’s needs. I take on board criticism and work through experiences whether they be difficult or not. I have great communication skills as well as working in a team. I also have great time management skills and am very punctual when it comes to my responsibilities. I work swiftly and effectively under pressure and busy periods and strive to give the best of my ability.

# Experience

***[July 2019] – [august 2019]***

### [child minder] | [little sparrows] [Claire Johnston- manager- 0857374712]

While working here, I helped out in a local summer camp looking after children in the camp. I assisted my co-workers with any help they needed and specifically assisted children with special needs making sure all their needs were met.

***[October 2022] – [October 2023]***

### [retail assistant] | [Superdry Blanchardstown] [Ruta Baliutyte- store leader- 0863210519]

While working here, I provided help to customers and assisted them with any needs necessary. I believe I’ve been a great help to my team and see myself to be a great worker by taking up extra hours and willing to learn new tasks when needed. I make sure to leave no customer unsatisfied and to supply each individual with enough knowledge of the product they are buying. I try my best with each customer I am faced with and make sure they receive the best customer service I can deliver. I have learnt to deal with customers on a day-to-day basis and help them with any need. While participating in this job i’ve gained till training skills, i’ve learnt how to process deliveries, stockroom management, out of store deliveries, i’ve dealt with cash handling as well as day to day communication skills, exquisite customer service and over all have gained confidence in myself to deliver the best of myself to those I meet every day.

***[October 2023] – [january 2024]***

**[retail assistant/click and collect] | [Brown Thomas, Grafton street, Dublin] [Holly Stewart-team lead:**

While working in Brown Thomas, located in Grafton Street in the heart of Dublin city centre, i’ve acquired many more skills that i’m proud to have gained. During my time here, i’ve dealt with many customers on a face-to-face basis who I have learnt to help with their every need. By working here i’ve learnt to act fast, and deliver classy, respectful customer service in hope to achieve each customers satisfaction and give them the best experience while in the store. I dealt with online orders and individuals who were dissatisfied with their online experience, turning this experience around fulfilling their expectations and needs. As a quick learner I easily picked up on the regime as well as processing deliveries in stockrooms and providing extra hours in busy periods, as the christmas period is always extremely busy. I quickly became familiar with the many different brands and luxury products customers would be interested in, directing them to the designated areas as well as, exchanging these items and refunding them. The main skill while being in Brown Thomas that I picked up on is patience as well as confidence and customer service. Having these attributes, in my opinion really gives the customer the sense of familiarity and confidence in being able to approach me.

***[march 2024] – [present]***

**[retail assistant] [Tesco Superstore]**

**[Sophie Beale-manager-**

# While working in tescos superstore, i’ve acquired many different skills and experiences. I’ve dealt with many more customers on a daily basis, as well as cash management, stock management, floor management, and many more. I believe this experience to have made the most impact on my skills and understandings when looking at job opportunities due to the high volume of customers to deal with on a day to day basis. Patience, understanding and customer service is vital when working in a supermarket, which leads me to believe i’m the perfect candidate to take on in regard to a job that’s highly customer service focused.

# Education

* [Maynooth], [Meath]
* I am currently in my Third year at Maynooth University studying Bachelor of Criminal Law
* This course is full time
* I have graduated and completed my leaving cert in hartstown community school in 2022

# References

Available upon request

Claire Johnston- little sparrows' manager- 0857374712

Ruta Baliutyte- Superdry store leader- 0863210519

Holly Stewart- Brown Thomas team lead- 0877487238