

# Joanne Kirby

4 Long Lane

Liverpool

L24 1JE

Email: 22804286@hope.ac.uk

Tel: 0151 000000

## Skills Profile

### Organisation & Time Management

- Organised my time at Lifestyles to deal with administrative duties alongside any customer queries, taking time for my own personal development.
- Responsible for booking out facilities whilst at David Lloyd, using the company database.
- Remained organised whilst at university to complete my coursework to the highest possible standard, as well as taking part in and helping to run university societies and holding down a part-time job.

### Leadership & Teamwork

- Worked as part of a small team whilst at Ice Bar, communicating well during busy times.
- Acted as manager on duty in the absence of the Bar Manager, ensuring the safe and efficient running of the business.
- Liaised with customers, management and colleagues at Lifestyles, to run the centre effectively and provide the best possible service.

### Communication

- Dealt with a variety of customer queries at Lifestyles in a quick and effective manner.
- Conducted presentations to large audiences as part of my university degree, working with others where we communicated ideas effectively on content and style.
- Listened to ideas from others and communicated them to the committee whilst acting as Vice-Captain of the University Sailing Club.

### Business Awareness

- Running in-house promotions, as well as assisting in managing the accounts whilst at Ice Bar developed my all round business awareness.
- Studied Business modules as part of my degree course, including Marketing, Accounting and Operations Management.
- Experienced in use of purchase ledgers from administrative role at David Lloyd.

### Customer Awareness

- Conducted a customer satisfaction survey whilst at Lifestyles and made recommendations to senior members of staff based on customer feedback.
- Worked in customer facing roles at Lifestyles and Ice Bar, where I tried to listen to customer needs and adapt my approach to suit this.
- Completed advanced customer service training module at Lifestyles and was regularly commended for my excellent customer service skills.

### IT Skills

- Competent user of MS Office packages, as well as email and internet.

- Trained to advanced standard in MS Excel.

## Education

- 2007 – 2010 Liverpool Hope University  
**BSc Health, Nutrition & Fitness - predicted 2:2**  
 Developed teamwork, time management, research and analytical skills
- 2005 – 2007 Liverpool College  
**3 A-Levels: Biology (C) Business Studies (C) Sport (D)**
- 2000 – 2005 Cardinal Heenan School  
**9 GCSE A - D including Maths (C), English (B) & Science (B)**

## Employment Summary

- 2008 – Present Lifestyles Fitness Centre, Customer Service Assistant  
 Duties include: serving customers, handling cash, booking activities, registering memberships.
- 2007 – 2008 Ice Bar, Bar Person  
 Duties included: serving customers, merchandising, cash handling, cashing up tills.
- 2006 David Lloyd Sports Centre, Admin Assistant (Work Experience)  
 Duties included: accounts administration, use of spreadsheets and databases.

## Interests & Achievements

- **Vice-Captain of University Sailing Club:** organised competitive fixtures and trips away, as well as social events.
- **Member of University Contemporary Dance Society:** dedicated team member throughout my university degree.
- **Running:** I am a keen runner and have recently completed the London Marathon and Great North Run, raising money for various charities.

## References

Dr L.King  
 Dept of Health  
 Liverpool Hope University  
 Hope Park  
 Liverpool  
 L16 9JD

Mr J.Green  
 Lifestyles Fitness Centre  
 Garston  
 L14 1EE  
 Tel: 0151 123123

Tel: 0151 321321