

Chloe Peters

Term address:

Home address:

{email ... landline... mobile...}

EDUCATION

2007-2010 **University of Bristol, Bristol BA (Hons.) History** 2nd year overall mark 68% Expected 2:1
3rd year independent research module: 'Celtic Normans'. Coordinated research and developed project management skills. Prioritised time and solved problems creatively, communicated findings persuasively and in a structured manner. Networked with academics and experts.

2000-2007 **Highfield Comprehensive School, Stockport**
A-levels: Economics (A), Spanish (B) French (C) GCSEs 6 A*s, 2 As

WORK EXPERIENCE

2007-present **Bristol Students' Union** Team Member

- Suggested improvements to booking system led to greater user satisfaction
- Working quickly and accurately taking initiative to help team at busy times
- Maintaining polite professionalism even with difficult customers
- Teamwork under pressure sharpening communication skills

2005-2007 **Sainsburys, Liverpool** Customer Service Representative

- 2nd largest store in Liverpool serving average 5,000 customers per day
- Reliably handled large amounts of money
- Maintained tact and patience with public
- Successfully adapted to different roles at short notice to work front and back office.

ADDITIONAL SKILLS

Computing Confident user of Microsoft and Apple packages.

Languages English: Native. French: Intermediate written and spoken. Spanish: Basic spoken.

Driving Full clean driving licence

INTERESTS & ACHIEVEMENTS

Music Piano Grade 5. Enthusiastic member of several informal musical groups. Organised band; responsible for marketing and budget. Successful time management to combine music with full time study and part time employment

History Society Elected Membership Officer. Organised first e-mail mailshot to prospective members. Contributed to 20% rise in membership over previous year. Gained experienced of working with teams by persuasion and negotiation. Jointly managed a budget of £1,200 and negotiated sponsorship with The Guardian.

Travelling Four week journey in Central Europe. Budgeted and planned the trip independently. Stayed in local homes, gaining greater knowledge of the area. Used negotiation and verbal communication skills with limited knowledge of local languages

REFEREES Available on request