

Davinaia Tobias

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Education

2018 – Present, University of Leeds, Social Work, expected: 2:1

Relevant Modules: Child and Family Studies (71%), Introduction to Psychology (63%).
Adult Social Work Practices (67%)

2016 – 2018, Red Lane College

A-Levels: Psychology (A), Health and Social Care (BB), Media Studies (B)

2011 – 2016, Low Street High School

GCSEs: 10 GCSEs at A-C including English Literature, English Language and Mathematics

Relevant Skills

Communication

- Developed my ability to verbally engage with a wide variety of customers during my employment at Marks and Spencer's. In this role, I would often help customers to locate products when working on the shop-floor, interacting with customers on the till point, as well as checking stock levels with the deliveries team.
- Displayed tact and diplomacy when dealing with customer queries regarding refunds and returns which often meant I would verbally convey clearly and concisely with customers to allow a satisfactory outcome was reached.
- Display excellent verbal communication skills when dealing with internal and external stakeholders.

Teamwork

- Liaised with my other team members to make sure food orders were sent out to guests on time during my Food and Beverage Assistant role at Leeds United.
- Supervised various shifts, delegated tasks, supported other team members to carry out table orders and also collaborated with other team members when dealing with incoming customer requests.

Leadership Skills

- Trained four new member of staff when working at Marks and Spencer, ensuring they completed a full induction programme and organised work-shadowing in order to meet the team and share best practise.
- Led a team of four peers to complete the three peak challenge. Motivated and coached when faced with adverse weather conditions and fatigue.

Initiative

- Managed my time working at the University of Leeds Library where I would often have to work in the different libraries on a part-time basis. Remained organised when balancing my different shifts at different libraries.
- Devised a new system for shelving to ensure books are placed into the correct places and when assisting students with finding the books they require. Written feedback was received from students praising the new approach.

Additional Skills

Languages: Spanish (Intermediate), Portuguese (Intermediate), French (Basic)

First Aid at Work (2018) – Valid for 3 Years

Work History

October 2018 – Present,	University of Leeds, Library Assistant
June 2017 – August 2018, Assistant	Marks and Spencer's, Leeds, Customer Service
October 2016 – June 2017,	Elland Road, Leeds United Football Club, Leeds, Food and Beverage Assistant
June 2016 – September 2016,	Age UK, Leeds, Volunteer in local charity shop

Interests and Achievements

- Running - achieved a personal best time in my second half marathon in Leeds.
- Table Tennis - Attained 1st in the West Yorkshire Regional Tournament in December 2018. Currently play for the University of Leeds first team.
- Charity fund raising - Accomplished three peaks challenge in 2018, raising £2400 for Teenage Cancer Trust.

References

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