Shannon Borthwick

|Telephone:07470751151| Residency: Reading|

**Personal profile:**

I am a cheerful, hardworking and enthusiastic individual with excellent communication skills. I enjoy working in teams of varying sizes and can work independently, as I am a natural leader. I happily work towards goals and take instructions from my superiors that come quickly due to my organisational skills and creative, out-of-the-box thinking. I am equipped with an easygoing attitude and an enthusiasm to learn through experiences and enjoy anything I excel at.

**Qualifications:**

GCSEs:

* Mathematics - 5
* English Literature - 5
* English language - 5
* Science - 5-6
* French - 4
* Photography - 6
* Business studies - merit
* Geography - 5

BTEC:

* Business level 3 extended diploma - MMM

Degree:

* BA honours business law degree – started September 2020 and continuing

Other qualifications:

* SIA door supervisor license (expiring in Nov 2023)

**Education:**

* Waingels College - GCSE

2013-2018

* Reading college

2018-2020

* London south bank university

2020-current

**Essential skills and attributes:**

* Excellent communication skills
* Brilliant social skills
* Working independently within assigned deadlines towards previously researched goals
* Functional teamwork skills, with large and specialised groups, often demonstrating leadership skills
* Creative thinking skills, ability to think of solutions and present my ideas accordingly
* Fluent in numeracy, literacy and IT
* Ability to resolve conflict and challenging situations in a calm, professional and assertive manner
* Fast learner

**Work experience:**

Dog/house sitting:

* I looked after an Akita dog whilst her owners were out of the country. I was responsible for going into their family home daily, feeding and walking the dog whilst doing general housekeeping around the house and garden.

Part-time housekeeping at the Wee waif hotel:

* On a flexible work schedule, I would work in a group of 3-5 employees cleaning hotel rooms, managing stock and customer service. Additionally, we would have to communicate to clean the spaces effectively. My ability to work within a team was prominent as communication and organisation led to an efficient working environment.

Local babysitting:

* I am contacted when needed by a local parent, and I am expected to feed, cloth, bathe and put the children to bed. Babysitting requires tremendous responsibility and punctuality to show maturity and reliability.

Part-time receptionist/waitress at Cosmo restaurant:

* With a contract of 20 hours a week, I am working in various job roles, such as waitressing, which includes taking orders and payments, and opening and closing the restaurant, which includes cleaning, deep cleaning and organising. And being a head receptionist, I am in charge of ensuring the reception is in an excellent clean state for the customers and getting the reservations ready for the opening; I would also organise where customers will be seated and take them to their seats.

Internship in the business department:

* During my studies at Reading College, I interned at BUJ Architects to get a natural feel for office life and fast passed business. I was leading the research of two sites. I would need to gather all of the environmental, economic and social factors that would affect the sites and how the site would affect them. I would need to produce a presentation that the directors would then need to present to the council to get approval as we advance. Much of my research saved the company time and increased the value of the sites.

Full-time unprofessional carer:

* With a highly epileptic stepmother at home, I decided to take on the full-time role of an unprofessional carer. I was contracted 36 hours of work a week, including picking up and providing medication, cooking three meals a day, cleaning the home, shopping for the home and providing entertainment such as walks and board games.

Hotel security officer:

* I worked on a zero-hour contract with RSS, a security company based in London, where I would be the only officer staffing an immigration hotel. My daily duties would include patrolling the internal and external of the property, checking everyone's ID upon entering the building, monitoring the sign-in and sign-out sheet and ensuring all Covid-19 restrictions were in place for staff and service users.

Waitress/ bar staff:

- I was employed by a company called weatherspoons. I worked full-time on the floor and bar, servicing customers' alcohol and food. I was fully trained and would need to focus on all of the policies and procedures during my shifts. I would typically be put in a situation where I would need to handle a team during busy hours or have a bar to myself, serving at least three customers every 10 minutes.

Support worker:

* I would work 20-30 hours a week caring for young people between the ages of 16 and 24 in a semi-independent care home. My tasks include making appointments, organising activities, reaching out to charities and caring for the young person.

Sales assistant:

* I am employed by a company called Newlook on a part-time contract. A standard shift included helping customers style clothing, returning clothing to the store from the till or fitting rooms to an excellent standard, serving customers at the tills, handling cash and meeting targets set by our manager, such as app sign-ups and customer feedback.

**Hobbies and interests:**

* Exercise

I enjoy my time at the gym or doing home workouts to keep me active.

* Socialising

I enjoy organising and participating in social events with my friends and family.

* Business studies

Business provides me with a platform to actively display my organisational capability whilst functioning as a team. I excel at exhibiting and developing my leadership skills.

**References:**

Sally Richardson (Waingels College)

Subject leader - Art and Design

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Danny Juniper (the half moon, weatherspoons)

Pub manager

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