

# Sophie Harrison

## Personal Profile

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I'm 23 years old. I have a friendly and outgoing personality. I am able to work well with others from all backgrounds and ages and can also work well individually and unsupervised. I have an enthusiastic, hard working and conscientious approach to work and take pride in working to high standards. I have gained various skills in organisation and prioritising my own workload. I am also able to adapt to a range of different situations. I am looking for employment where my skills and abilities will be utilised to mutual benefit.

- Experience of working with children
- Being polite and courteous
- Dealing with complaints
- Adhering to confidentiality
- Skills with people of all ages and backgrounds
- Able to adapt to changes in working role and practise, with ease
- Knowledge of Health and Safety
- Able to work to targets, deadlines and timescales as required
- Willing to take any further training that becomes available

#readytowork

## Personal Details

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**Driver's License:** Cars

**Eligible to work in the UK:** Yes

**Industry:** Cleaning & Sanitation, Community & Social Service, Customer Service, Quality Assurance, Retail, Sales

## Work Experience

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### Supervisor

Ascona Group - Sheffield

November 2021 to Present

In November 2021, I was approached by the manager of the petrol station to take on the role of supervisor. I work alongside the manager and assistant manager.

My duties include

Providing a fantastic customer service experience

Cash handling between customers, the tills as well as in the office.

I have knowledge of till use as well as the lottery machine.

I am also fully trained in stock replenishment and rotation and I have knowledge on stock taking.

I am also trained in ordering stock and accepting deliveries for dry stock (chilled/ ambient/ bunker/gas) and wet stock (fuel) I am trained in selling products within policies for example, challenge 25. I have great organisational skills within paperwork and computer systems. I am flexible to cover different shifts.

I am trained in stock taking, wastage of products.  
I am trained in forecourt cleanliness and shop cleanliness.  
I also have experience in promotion organisation as well as reductions.

### **Private Babysitter**

Sheffield  
2017 to Present

In 2017, I began looking after a set of twins, one of whom has Down's Syndrome, this included; nappy changing, attending occasional check- ups, feeding, bathing, bed times routines, entertaining and attending occasional baby groups.

### **Private Babysitter**

2015 to Present

I started in 2015 babysitting a little boy when he was just four years, we played intellectual games, and also did cleaning for the family before they returned home.

### **Cleaner**

Sheffield Christian Life Centre - Sheffield  
September 2019 to December 2022

I am responsible for maintaining the cleanliness of the used areas of the building such as the Main Entrance, Youth and Children's hall, several toilet areas, coffee shop, Stage area, all corridors, Office areas, Conference room, Store rooms and the main hall. Duties include waste disposal, general cleaning and replenishment of any materials used throughout the week and setting up for various activities throughout the week. This is a vital role that supports the vision of the church and creates a warm and inviting environment to welcome people into the activities taking part. I am also a key holder.

### **Janitor/Cleaner**

asda city facilities management - Sheffield  
September 2020 to November 2021

In September 2020, during the coronavirus pandemic I was offered a job at Asda. Duties included: Making sure the store is cleaned to very high standards in the morning including checkouts, all aisles, foyers and colleague areas as well as outside of the store including the carpark and petrol station and keeping all areas in a presentable state for customers and other colleagues, Working as a team member or by myself, Developing new skills and assisting to train and help co-workers, Working under a strict time frame to get everything done and up to standard and Learning how to correctly use the equipment provided and to maintain them including machinery. I then progressed into the bakery and pizza counter clean which includes cleaning equipment such as ovens, mixing bowls, flour machinery, food prep area and packaging areas.

### **Private Domestic Cleaner**

Key Holder - Sheffield  
June 2014 to September 2021

I was asked to help out as a domestic cleaner alongside a family member to help for two elderly gentlemen who lived separately. Duties for both men included general cleaning once a week, laundry, gardening and shopping and a deep clean when required. Key Holder.

### **Crèche volunteer**

Tiny Tot's Toddler Group - Sheffield

October 2018 to May 2021

In October 2018, I was asked by the staff at Tiny Tot's Toddler Group if I wanted to help at the crèche on a Sunday morning for children aged from new born- 5 years old, while their parents attended the Sunday morning service in church. My duties include, setting the room up with toys, book, puzzles making the children feel welcome, ensuring that the children are safe at all times, entertaining the children with games and different activities as well as taking part in the sing a long and serving snacks and drinks to the children and then making sure that the toys are stored away safely.

### **Playgroup Assistant**

Tiny Tot's Toddler Group - Sheffield

September 2017 to April 2021

In September 2017 I decided to volunteer at Tiny Tot's Toddler Group in which I set up toys for the children, make the room secure while the children are in, collecting cash of parents, taking registers, serving snacks and refreshments to children, organizing craft activities and making sure that the health and safety standards are met and then making sure that the toys are stored away safely.

### **31st October (Holiday Club Leader)**

Sheffield Christian Life Centre

September 2019 to October 2020

I was asked to be part of the holiday club leaders on the 31st October to have my own group of 7 children under the age of 5 which included registration of each child encouraging them to take part in stage led activities and games as an introduction to the day. I also interacted with the children individually so they had my trust and encouraged them to take part in activities throughout the day such as balloon relay, creating a superheroes, memory games as well as craft activities such as mask making.

### **Private Domestic Cleaner**

Sheffield

October 2019 to April 2020

Once a week I clean a lady's house.

Duties include hoovering, cleaning bathrooms, cleaning kitchen thoroughly, dusting, organising of the kitchen cupboards and work areas, cleaning the oven and fridge monthly, window cleaning. I am also a key holder for the property.

### **Work Experience Placement**

Kiveton Park Youth Club - Sheffield

July 2015 to August 2015

We organised a task for the two week work experience in year 10 at school where we decided to decorate and re-organising the meeting room to make it welcoming and appropriate.

## Education

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### **A-Level or equivalent in Medical Science A\*A\***

Wales High School - Sheffield

### **A-Level or equivalent in Health and Social care CC**

Wales High School - Sheffield

### **GCSE or equivalent in English Literature & Language CC**

Wales High School - Sheffield

### **GCSE or equivalent in Maths D**

Wales High School - Sheffield

### **GCSE or equivalent in ICT D**

Wales High School - Sheffield

### **GCSE or equivalent in Health and Social Care (Level 2) Pass**

Wales High School - Sheffield

### **GCSE or equivalent in History F**

Wales High School - Sheffield

### **GCSE or equivalent in French F**

Wales High School - Sheffield

### **GCSE or equivalent in Applications of Chemical Substances Merit**

Wales High School - Sheffield

### **GCSE or equivalent in Principles of Science Pass**

Wales High School - Sheffield

## Skills

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- Cleaning
- Cleaning Experience
- Microsoft Excel
- Communication Skills
- Key Holder

## Additional Information

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Heart start (2011)- How to do CPR, treating major/minor injuries and asthma attacks

Duke of Edinburgh Award- health and safety, hygiene, map reading, planning and organising as part of a team

National Citizen Service (2015) I took part in a four week programme that aims to improve an individual's skills and abilities. Week one entailed a residential trip to the Lake District which involved team building exercises, learning new skills and meeting new people as well as outdoor activities.

Week two entailed a residential stay at Sheffield Hallam University living a university student life which involved learning new communication skills and learning to live independently and budgeting. Well three and four entailed going to Rotherham United football stadium and raising money for our chosen charity (Jessops Neonatal Unit) which entailed busking, organising a charity bake event as well as our charity music event and raffle. Throughout this programme I also gained a first aid at work qualification (11/08/2015- 11/08/2018)