Venâncio Nunes Dos Ramos

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venancior02@gmail.com

**Personal Statement**

I have experience working in a fast-paced, and unpredictable, environment while having to deal with customers of all ages. I am also comfortable using technology to complete work under strict time restraints. Due to this, I am able to stay calm and handle unexpected situations when they crop up, as well as quickly think of solutions to the problem. I am not afraid to ask for help from other people to get the best outcome for those situations: or to work in groups to complete any job. I am also comfortable working on my own. I love interacting with customers and helping them with their day. I also have great communication and customer service skills from past experience. I am always willing to do additional training to ensure I have the most current approaches to my work.

**Education**

* Royal Veterinary College - BSc Biological Sciences (Wildlife Health Sciences)

September 2018 - June 2023

Grade Achieved: 2:1

* Elliott Hudson College - A-Levels

September 2015 - June 2017

English Literature (AS) (B), Sociology (B), Biology (C), EPQ (C), Chemistry (D)

* Swallow Hill Community College - GCSE

September 2010 - June 2015

ICT (A), Physics (A), English Literature (A), Religious Studies B (B), Mathematics (B),

Business Studies (B), Biology (B), Chemistry (B), Geography (B), Law (C), Portuguese (D),

Spanish (D), Art & Design (Pass)

**Work Experience**

Camden Council (Community Library Officer) – Start/End date 10/2923 – Ongoing

I work as a library officer in which I check in and out books, do headcounts, help customers with tasks and queries and manage relevant spreadsheets.

British Library (Leading Library Assistant) – Start/End date: 06/2023 – Ongoing

I work as a library assistant for the British Library where I check in and out books, do headcounts, set up microfilm to be viewed and manage relevant spreadsheets.

Skills gained: Setting up microfilm to be viewed.

Hampstead School (Librarian Assistant) **–** Start/End date: 03/2023 – 07/2023

I work as a high school librarian assistant where I checked in and out books, covered books with covering gloss, put tattle-tape in books, put date due stickers and barcodes in books, reclassified all the books in the library, changed the classification of the books on the system and added new books to the library system.

Skills gained: Dealing with young and challenging customers. Processing books to high standards. Using the Oliver library management system. Classifying books using Dewey Decimal and unique classification systems.

Royal Veterinary College (Library Assistant) - Start/End date: 07/2019 – 12/2022

I worked as a university library assistant, where I checked in and out books, dealt with IT inquiries, answered questions, handled cash and card transactions, and handled relevant spreadsheets.

Skills gained: Talking to people about a wide array of subjects in a professional manner. Using Excel spreadsheets. Using SirsiDynix Symphony WorkFlows. Developed great communication and customer service. Using card readers and handling cash transactions. Training new staff members.

Sainsburys (Online Shopper) - Start/ End date: 03/2018 - 09/2018 – (had to relocate for university)

I worked as an Online Shopper, where I collected the products that the customers had ordered and took them to the loading bay. This is done under strict time schedules for each shop.

Skills Gained: Completing work within a time limit. Dealing with customers in a professional manner.

**Volunteering Work**

Tong Lane End Equestrian Centre (horse riding school and livery yard) - 11/2014 - 04/2018

Skills gained: Dealing with customers of all ages. Dealing with disabled customers. Working in all weathers. Working with large animals. Managing volunteers. Dealing with upset customers.

**Reference Options**

* The British Library

Gulfraz Yasin – BiPc & Newsroom Reading Room Team Leader

gulfraz.yasin@bl.uk

02074127394

* Hampstead School

Rebecca Duncan – Head of Information Systems, Data & Communications

r.duncan@hampsteadschool.org.uk

02077948133

* Royal Veterinary College

Stephen Cook - Learning Resource Manager

stcook@rvc.ac.uk

01707669463