

## Personal Details:

Address: 33 Lambwath Road  
Hull, HU8 0EZ

Telephone: 07837998420

Nationality: British

Drivers Licence: Full Clean UK (4 years no claims)

Email Address: calangley87@aim.com

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## Personal Statement:

I am hardworking, reliable and focused with several years experience in retail and customer services. I work extremely well both in a team or on my own using my initiative. I have excellent time keeping skills and am motivated and enthusiastic. I pride myself on my people skills and am willing to undergo any training needed for the position.

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## Design Experience:

I have assisted a tutor in a class of around 15 students, who were on a short 10-week creative course. The afternoon that I did this, I was required to help the students with any problems they had while working on Adobe Illustrator, using my skills to ensure that they were confident in their essential skills to complete the course, while also teaching the tutor a thing or two. I found that I took a lot out of this experience, it helped to boost my confidence when talking to a group or class, and I realised that teaching another person a skill is very rewarding. The particular tutor now informs me of students who wish to take up private tuition and also recommended me for a job working with the Hull School of Art and Design. I have worked with a marketing company named Clearsilver for a few months now and I have taken valuable experience from this. I am still working hard and learning new skills everyday. I am involved in most aspects of the design side of the company and spend time maintaining the company website and working along side their numerous clients.

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## Qualifications:

Ba (hons) Degree Upper Second Class Honours

Higher National Diploma (2 years) Merit

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## Further Education:

A Level: Art and Design	B
National Diploma Graphic Design:	Distinction - Distinction - Merit
	Other:
OCN Adobe Illustrator / Adobe Photoshop	Level 3
OCR in Application of Number	Level 2
Key skills in Communication	Level 3
Key skills in Information Technology	Level 2
A credit at level 1 in print making and creative studies.	

## GCSE's:

English	C
English (speaking and listening)	B
English (literature)	B
Maths	B
Science (double award)	B
French / German	D
Art and Design	D
Design and Technology Product Design	C
P.E. / R.E. (Short Course, 1 GCSE)	D

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## Other Achievements:

During my time on the Higher National Diploma I entered the Student Starpack Packaging Awards. In my first year I was awarded a Silver Star for a Marks & Spencer Christmas whisky package, I then attended an award ceremony in Leicester.

In my second year I entered again with a package for Britvic soft drinks, this time I produced a concept for a water bottle for the brand Drench, I was awarded a Bronze Star for this package, I again attended the award ceremony.

Work History: April 08 – May 09:

I began working as an events barman for Ramada Hull, and gradually began working overtime in other areas of the hotel. I began working the occasional night to assist the porters prepare rooms for events the next day, events that I would be working the bar for. Within a short time I had taken on the position of night porter and was trained to work the reception. In this role I offered experience working on the Arts Restaurant Bar. I am now able to carry out an audit and cash off the bar till. I am also growing in confidence on the reception both checking in and out guests and dealing with queries. Whilst working the nights I have had to face difficult guests and many varied complaints and I feel that I can deal with these in a calm and professional manner offering the available services where possible. I also work some day shifts when required, looking after conference guests and other events on that day.

Work History: April 05 – Nov 07:

My role was as a cashier/sales assistant/administrator for Glynwebb home improvement stores, this job has taken me through many levels of customer service.

I began working for the store as a general cashier, my role included general cashier duties on new touch screen tills, this first role was the way that I began to know the store as best I could. I then moved onto working on the shop floor with stock and customers. It did not take me long to get a very good idea of the stock and the shop floor layout.

This job has given me many new skills; I can now work the tills to a very high standard, run the cash office, and deal with customers and offer a high level of customer service. From this job I have gained sound stock control knowledge as well as experience working in the cash office.

Work History: Nov 04 – Jan 05:

I worked at Next Retail stores on a temporary basis. At Next I worked as a shop floor assistant my duties mostly included working directly with customer queries and complaints, I worked on the changing rooms where I had to ensure that an excellent and accurate service was provided. This role also involved use of the telephone for dealing with stock issues with the replenishment team.

From this job I gained a higher level of knowledge of customers and how to deal with them in both complaint and enquiries.

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Contact:

With regards to work samples please visit my portfolio website [www.chrislangley.co.uk](http://www.chrislangley.co.uk)

If you would like to contact me please drop an e-mail to [calangley87@aim.com](mailto:calangley87@aim.com)

Thank you for taking the time to read my curriculum vitae.