

MOLLY SMITH

Undergraduate Advertising & Brand Design Student

PROFILE

I am a 21 year old student with a budding passion for making people happy as well as aiming to improve my skills in any way I can. I want to help out wherever I can in a situation but also handle the issue as efficiently as possible.

Having had various roles in customer service I take a lot of pride in my communication skills; solving the problem at hand efficiently and ensuring the customer is happy throughout. Moving to London has also allowed me to be more outgoing naturally by having to adapt to brand new, unknown situations at a very fast pace.

EXPERIENCE

INFLUENCE DIGITAL (JUL 2018 - SEP 2018): This was an Account Executive Intern role at a Social Media agency. It required strong organisation and attention to detail when content planning and corresponding with various clients at once; utilising data collation and social media analysis skills. Thorough consideration of audience was needed at all times.

NEXT (NOV 2017 - JUL 2018): This was a Sales Assistant role focused heavily around customer service; recognising exactly what's needed for a pleasant shopping experience and providing that. I was often juggling multiple tasks at once.

CARPEO (MAY 2016 - AUGUST 2016): A Sales role; acknowledging customers' specific needs and cater the sales to these. I also developed effective objection handling strategies which furthered my skillset as a sales person.

TED BAKER (MAY 2015 - DEC 2015): This was a Sales Assistant role with customer service at the heart of the role. Understanding of the customers' needs had to be met with care and professionalism at all times to reflect the designer brand. This role also gave me thorough stock management experience.

TREE SWINDON (JUNE 2017 - SEP 2017): A fast paced bartending role that required constant accuracy and speed when serving customers and pouring the correct drinks. I often needed to take initiative when any problems arose unexpectedly due to the role being incredibly independent.

Other job roles available upon request but not applicable.

CONTACT

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EDUCATION

GCSE: 2A*s, 5As, 5Bs, 1C

A LEVEL: Psychology - A,
Graphic Design - B,
English Language - B

**RAVENSBORNE
UNIVERSITY LONDON:**
BA Advertising & Brand
Design: 2016 - 2019

EXPERTISE

Clear Communication

Thorough Analysis of Problems

Effective Organisation

Outgoing

Strong use of initiative

SKILLS

Copywriting

Creative Problem Solving

Confident Pitching Skills

Project Managing

Excellent Communication -
Verbal & Written

Client Liaising