**RESUME**

**Christopher Williams**

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**Phone:** 447950943445

**Date of Birth:** 16th September 1987

**E-Mail:** christopher.t.williams@hotmail.co.uk

**Education**

* T.E.F.L. Educational Training and Management Certificate (Kristall International, May 2010)
* B.A. Hons. Degree in English with Film Studies (2.1 – King’s College London, June 2009)

*Included a Linguistics module entitled Aspects of Language.*

* A-level: English (A), Media Studies (A), I.T. (B) (St. Ilan’s Sixth Form, June 2006)
* AS-level: World Development (A) (St. Ilan’s Sixth Form, June 2005)
* GCSE: 6 A\* grade (including English), 4 A grade (including Maths and Science), 1 B grade (Welsh language) (St. Ilan’s Comprehensive, June 2004)

**Work Experience and Employment History**

June 2009 – Present The Cave Studio (Western Industrial Estate, Caerphilly)

I assisted in the creation and operation of a recording studio and music rehearsal space. The Cave Studio regularly takes on work experience pupils from local schools. I have helped organize, supervise and engage in activities for these pupils, including teaching them how to use the studio’s recording equipment. I have also given guitar lessons to customers at The Cave Studio.

July 2010 – November 2010 Golley Slater (The Hayes, Cardiff)

I took a temporary position as a sales executive at this busy marketing firm. The role involved communicating and establishing relationships with business customers over the telephone. It required excellent communication skills and the ability to build rapport with people quickly.

January 2010 – July 2010 Y3S Financial Services (Ocean Way, Cardiff)

I worked as an outbound telesales agent selling life insurance products. This role required that I maintain a professional phone manner and possess excellent communication skills.

November 2009 – January 2010 Conduit Call Centre Services Ltd. (Cardiff Gate, Cardiff)

I was employed as a customer service representative, dealing with Sky television customers. It was important that I communicate well with people and maintain a calm and professional manner when speaking with customers who were calling in to make complaints relating to their service.

August 2009 – November 2009 Caffé Nero (The Hayes, Cardiff)

Working as a barista, my duties included serving customers and maintaining stock levels and cleanliness within this busy city centre coffee shop. Working well within a team and communicating with my fellow staff members was vital to successfully performing my duties, as was taking direction.

November 2005 Caerphilly County Borough Library (Caerphilly)

I spent a week’s work experience at this library, where I helped organize and administer activities run by the library, such as mother and child book readings and visits from local schools.

October 2004 – May 2006 Woolworths (Castle Court Shopping Precinct, Caerphilly)

I was employed in a customer service role at the store’s entertainment desk. My duties included serving customers, dealing with stock and deliveries and providing customers with assistance.

**References**

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