**Charlotte Hammond**173 Simpson Road, York, North Yorkshire, YO1 1AB

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As a recent graduate from York St John University, with a 2:1 honours degree in Business Management and an MSc in Human Resource Management, I have undertaken an industrial placement in HR with a globally-recognised organisation and held a part-time role as an HR Assistant with a York-based legal firm. These experiences have allowed me to gain hands-on experience within human resources and further develop my strengths in negotiation, problem-solving and project implementation. My career aim is to secure a role which allows me to further develop my expertise in HR and take on increased responsibility within a reputable global organisation.

Education:

**MSc Human Resource Management (D\*)** |York St John University | 2017 – 2019

Dissertation Title: *“Risk or Reward: The effect of workplace recognition on individual performance”*

**BA Business Management with placement (2:1)** | York St John University | 2013 – 2017  
Relevant modules include: Organisational Behaviour (67%); Managing Employee Performance (71%); Management and Leadership (64%); Employee Resourcing (67%); Business and Commercial Law (77%); Developing Talent in Organisations (62%)

**A Levels** |Priestley College | 2010 – 2012

English Language: C Business Studies: B Sociology: B

**GCSEs** |William Beaumont High School and Specialist Sports College | 2005 – 2010

11 GCSEs grades A to C, including Mathematics, English Language and Literature

Relevant Experience:

**HR Assistant** |Jones, Smith & Elliott Ltd | May 2018 – present

* Working effectively as part of a team to provide support for recruitment campaigns
* Preparing remuneration information for upload into the HR and Payroll system and working to weekly and monthly deadlines
* Utilising strong interpersonal skills with internal and external colleagues when administering and communicating HR policies and processes across the business
* Filing all employee details in line with data protection legislation and working with confidence, diplomacy, and tact

**Human Resources Intern (Industrial Placement)** |McDonalds | August 2015 – August 2016

* Supporting departmental strategy and projects, including Employee Relations, People Systems, Rewards and Talent Acquisition, and Global People Strategy
* Taking the lead on the “Starter for Ten” project, including report-writing and delivering regular presentations to the Senior Management team
* Developing professional relationships with key stakeholders and departments
* Maintaining a strong knowledge of practices and procedures, and providing advice and guidance to managers and employees on a variety of HR topics
* Supporting the new starter process and successful operation of the online filing system for employee data, demonstrating accuracy and good attention to detail

Other Experience:

**Sales Assistant** |Tesco Supermarket | November 2010 – May 2012

* Demonstrating excellent customer service skills and providing accurate advice and assistance in a professional manner
* Efficiently processing payments and issuing refunds using an EPOS system and interacting with more than 80 customers each day
* Delivering strong conflict resolution and problem-solving skills when dealing with and rectifying customer complaints
* Attending and contributing to staff meetings regarding company developments

Awards and Achievements

August 2016 | **McDonalds Staff Excellence Award for Continued Valuable Contribution**

February 2008 | **Duke of Edinburgh Award Gold**

Hobbies and Interests

I’m extremely passionate about contributing to social impact within the local community and have been a volunteer with York Salvation Army and York Foodbank for around three years, alongside study and part-time work commitments. I also enjoy running for charity and recently completed the Great North Run for *Mind*, the mental health support charity.

*References available upon request*

## **Guidance Notes**

### **Personal Details**

Your name should be larger than the body of text and bold to stand out. This can be to either side of the page or in the centre. Below this, include personal contact details including email and/or or phone number. Your postal address is optional.

### **Personal Profile**

This is optional – however it is your opportunity to introduce your professional identity, up to three of your unique selling points with brief details of where you developed these, and details of your current aim or goal. For example:

*“As a recent graduate from the University of Townville, with a 2:1 honours degree in marketing, I have undertaken internships at industry-leading agencies such as Beyond Imagination and Noah Freemans. These placements have allowed me to develop sector knowledge and gain hands-on experience, as well as expand transferable skills such as commercial awareness, communication and negotiation and analytical skills. My career aim is to gain a role which allows me to further my expertise and take on increased responsibility at a market-leading digital marketing agency.”*

### **Education**

* List in reverse chronological order
* If you have not yet completed your degree, do include it with your future completion year
* If relevant, you may also wish to include modules you’ve completed as part of your degree and your dissertation title
* GCSEs does not need an apostrophe (e.g. GCSE’s) and you do not need to provide all of your GCSE results in list-form. Instead, include the number of GCSEs you have, with your range of grades (e.g., A-C) and around three of your most relevant GCSEs.

### **Professional Experience**

This can be paid or voluntary experience, relevant to the role you are applying for. If you have a long list of experience, try to only include the ones which are most relevant for the position you are applying for. This should be listed in reverse chronological order. Information provided should include dates, the job title, and the employer.

* We’d recommend that you try to avoid long paragraphs and utilise bullet points instead
* Try to begin each bullet point with an active verb (e.g., managing, supporting, utilising)
* Within each bullet point, consider highlighting relevant skills and information about any impact achieved (e.g., How did you know that you were successful?)

If you wish to prioritise your relevant work experience, you can arrange your experience into sections such as ‘Relevant Experience’ and ‘Other Experience’. Another option could be ‘Work Experience’ and ‘Volunteering Experience’ sections.

### **Awards and Achievements/ Additional Information**

This section is optional; however, it is a space to potentially include any awards you have achieved in work or during education. If you are a member of any professional bodies, such as the British Psychological Society (BPS), you can include this too.

### **References**

As your CV should be a maximum of two pages, you do not need to list the full details for your references. You could include the phrase ‘References available upon request’ to indicate that you have the details for your referees available and the employer is able to request them.

### **General Tips**

* We’d recommend that you don’t include a photo of yourself, or details such as your date of birth, your marital status or national insurance number, as this is not common practice in the UK
* Use a professional font (e.g., Arial, Calibri etc) in font size 11 or 12
* Consider utilising headings and bullet points to help structure your CV
* We’d recommend that you proof-read, and then proof-read again
* For more advice or guidance around your CV or to organise a CV check, email [careers@yorksj.ac.uk](mailto:careers@yorksj.ac.uk), or visit the LaunchPad Space in Holgate