CHLOE GIBBINS

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**Personal Statement**

A determined, organised, hardworking, reliable and adaptable individual who enjoys setting targets and achieving goals along with developing new skills. Confident in being able to build a good rapport with clients and colleagues.

**Employment**

Trainer/Assessor

Davidson Training UK Limited

September 2012-present

I currently deliver training on the following apprenticeship standards:

* Retailer Apprenticeship Standards Level 2 , 3 and 4
* Customer Service Apprenticeship Standards Level 2 & 3
* Team Leading & Management Level 3
* Business Administrator Apprenticeship Standards Level 3
* Recruitment Resourcer Apprenticeship Standard Level 2

My main duties include:

* Recruitment of apprentices working with employers, writing and placing adverts, placing on job boards and social media. Screening applicants, arranging interviews and checking eligibility and compliance
* Training and assessment across a broad range of qualifications. Working to the new apprenticeship standards.
* Preparing apprentices for EPA and successfully taking apprentice through the process with distinctions.
* Organising diary, travel and time effectively.
* Ensure all apprentices progress is on track.
* Attend regular standardisation meetings.
* Keep knowledge of standards up to date.
* Deliver training of Functional Skills, Maths, English at levels 1 and 2.
* Understanding of Training Needs Analysis to enable better understanding of learner needs in order to adapt training sessions appropriately.
* Knowledge of Microsoft Office
* Carrying out regular review meetings with apprentices and employers.
* Planning for training sessions, gathering and preparing resources.
* Good self-discipline, working from home, and other out of office locations.

Store manager

Blue Inc

2008-2014

Here I started as a sales assistant and quickly worked up to deputy manager and then store manager. My job role included customer service, management duties such as invoice query’s, stock rotation, recruitment of staff from start to finish, visual merchandising, and paper work. As manager I attended regular management meetings to update my knowledge of the company’s new products and services along with new policies and procedures. I trained my staff in all aspects of customer service and retail.

Bar Staff

Position

2009-2011

* I ensured stock records were regularly updated when marking off delivery
* Handling payments
* Cashing up
* Serving customers
* Restocking and stock takes
* Organising events such as VIP days and special sales days
* Staff recruitment from placing advertisements in local media and online and following the recruitment process through.
* I came across many difficult situations here and had to learn conflict management skills very quickly.
* I built a good rapport with customers and adapted well to the challenging ones.

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| **Qualifications** |
| TAQA (A1) |
| Prevent Duty |
| Team Leading Level 2 & 3 NVQ |
| Business Admin Level 2 & 3 NVQ |
| Customer Service Level 2 & 3 NVQ |
| Retail Level 2 NVQ |
| Functional Skills ICT Level 1& 2 |
| Functional Skills Maths Level 1 & 2 |
| Functional Skills English Level 1 & 2 |

Currently working towards

AAT Level 3

Operation Departmental Manager Level 5

**References**

Sarah Collins

Training Operations Manager

Davidson Training

07917235782