**Curriculum Vitae**

**Mandy Kang**

**Personal Details**

143 Belmont Road

Erith, Kent

DA8 1HD

Tel (mob) - 07540232082

**Personal Synopsis**

 Creative and ***analytical*** thinker,

 Very ***organised*** and ***self-motivated*** as an individual

 Good ***communication*** skills

 Always willing to take on ***challenging tasks*** and completing them to my full potential.

**Personal Statement**

Having come from a management background I have experience in managing both large and small teams. In my current role as an IQA I am responsible for co- managing a team of 7 trainers. Being a very passionate individual I complete all tasks and challenges to the best of my ability. I enjoy supporting and developing our trainers so that they can deliver highly effective training to the best of their ability. With working in an industry that is constantly changing I am able to adapt to change well and be supportive of this to other members of staff. The experiences I have gained have helped me develop my interpersonal skills and work well both within a team and as an individual.

I am actively involved in recruiting new apprentices working with both existing employers and new employers. I carry out the recruitment process from advertising to the employers actually engaging with them and offering those positions. The process includes creating advertisements, advertising on Social Media, compliance checks, interviewing, screening and vetting.

As part of the IQA role I also help the trainers manage their caseloads and diaries to ensure effective planning. I am a flexible individual who is available to support with queries and give guidance

I Pride myself on being a loyal and committed induvial who will always commit to seeing a project/ task through.

**Education**

**02.14 – 01.16** Completed IQA Award

**04.10 – 04.12** Completed A1- Assessor Award

**10.09 – 04.11** Completed PTLLS

**07.07 – 05.09** HND Human Resources

**06**.**07** – **06**.**08** NVQ level 3 in Retail Management

**11.05 – pres.** I am fully qualified in First Aid

**09.01 – 06.03.** A-levels studied at Bexleyheath 6th Form College, Kent.

 Advanced Certificate of Education in Travel and Tourism.

**IT Skills**

Experienced user of all Microsoft packages, and preparing and presenting presentations to large audiences.

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**Commercial experience**

**02.13- Pres Davidson Training UK Ltd, Internal Quality Assurer**

Main duties include:

Supporting Trainers on a day to day basis

Providing advice and guidance to assessors

Carrying out IQA activities on a monthly basis

Supporting trainers through External IQA/support visits

Holding regular standardisation meetings

Responsibility of induction and training for new Trainers

Helping manage challenging learners and situations

Recruitment resourcing which includes the recruitment of new apprentices for our employers and seeking new employers, advertising vacancies, resourcing candidates and clients, researching, arranging interviews, compliance covering all aspects of the recruitment process

IQA checks on ILDP’s and development paperwork

Leading EQA visits

City and guilds updates, registrations and certifications

Helping the trainers manage their diaries more effectively

**06.09 – 02.13 Davidson Training UK Ltd, Trainer Assessor,**

As an Assessor, Main duties include

Assisting and coaching learners for NVQ in retail, customer serviceand administration at levels 2 and 3 and Functional skills up to Level 2

Reviewing learners performance every quarter

Meeting deadlines with internal paperwork

**02.08 – 06.09 Godiva Chocolatier, Store Manager, Bluewater**

Employed as a Store Manager, Main duties included:

Store/customer service and recruitment management

Maintaining the highest mystery shopper results

Controlling KPI’s, Store Budgets and Profit and Loss accounts

Preparing individual targets for staff, coaching them to achieve results

Setting targets for the store and achieving them

Staff recruitment and HR duties. Advertising for new staff, screening, interviewing, employment contracts, induction training and compliance.

Achieving excellent audit and stock control results

Training Staff from different stores

Marketing in South of Kent

Holding meetings and presentations for staff and other managers

Changing and implementing where necessary Visual Merchandising guidelines to deadlines and dates set.

**01.07 – 02.08 Thornton’s, Store & Dual Site Manager, London**

Employed as a Store & Dual Site Manager, Main duties included:

Store/customer service and recruitment management over 4 stores

Controlling Stock

Coaching and training staff

Focusing on sales and external sales

Controlling KPI’s and Profit and Loss accounts

Marketing in local areas

Training staff for other stores and franchises

Changing and implementing where necessary Visual Merchandising guidelines to deadlines and dates set.

Currently working towards Team Leader Supervisor Level 3

**References**

Available upon request