|  |  |  |
| --- | --- | --- |
| arprofileCustomer service is important to me. I am looking for a role that gives me the opportunity for follow my passion of giving people friendliest and most efficient customer service experience possible. SkillsMy key skills include:* **Technology repair** – I can repair broken iPhones
* **Attention to detail** – I have a very sharp eye, important for being observant
* **Empathy** – I can put myself in other people’s shoes. This helps me solve customer issues
 |

|  |
| --- |
| alex robertsAlex.roberts@crackedit.org | 07123456789 |

EducationGCSEs • august 2018 • skinner’s academy* I studied Maths, Biology, Chemistry, Physics and Spanish at GCSE level. I achieved the following grades: 3 Ds, 1 C and 1 B. I also received a certificate of achievement for my Spanish speaking skills

Experiencetrainee phone repair technician • FEB 2019 • cracked it I was selected by award-winning phone repair company, Cracked It, to join their iPhone Repair Academy and train as a technician. I:* Each day - Used my patience, calmness and attention to detail to complete screen replacements the following iPhone models:
* Day 1 - Used my critical thinking to debate about the value of iPhones to their owners
* Day 1 - Used my teamworking skills to complete a repair blindfolded with the guidance of a partner
* Day 2 – Used my listening skills and observation skills to gain an understanding of pre- and post-repair component checks
* Day 3 - Used my communication and teamwork skills to list pre- and post-repair checks on 15 different components off by heart
* Day 4 - Used my internet research and problem-solving skills to learn about troubleshooting iPhone problems
* Day 4 - Did battery replacements on the following models:

WORK EXPERIENCE PLACEMENT • MCDONALDS • JUNE 2018* Used my customer service skills to serve customers quickly and with a smile
 |