Skills based example CV produced by:



# Sam Example

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# Personal Statement

An empathetic individual who is passionate about supporting and facilitating independence for clients with diverse needs. Experience of working one to one with a range of clients, building strong and professional relationships with both clients and their families. Practical ability in assessing situations quickly, taking the appropriate course of action where necessary. Now looking for an opportunity in a support worker role to utilise my voluntary experience as well as my transferable skills developed in retail.

# Key Skill Profile

## Communication

- Observant in the mode of communication used by clients and will vary communication style to enhance social interaction as needed. For example, using Makaton or gestures where client has been more responsive to these
- Experience of building effective working relations with clients, their families and other service
  providers for a joined up approach to service provision whilst volunteering at Autism Together
- Consistent delivery of quality customer service through listening to customers and advising on suitable purchase items

## Problem Solving

- Responding to clients presenting challenging behaviour when working at Autism Together, using de-escalation techniques and ensuring client and public safety at all times
- Risk assess all activities taking into account how the person is feeling and what trigger points are
  present that day
- Identifying and implementing promotional strategies to ensure sales targets are met during quiet sales periods
- Responsible for resolving customer problems and ensuring they leave satisfied

### Organising

- Organising appropriate activities for clients, giving consideration to individual care plans
- Management of up to 20 staff; creating staff rotas to ensure appropriate cover whilst considering individual requests, completing staff reviews and organising training where required
- Collating data and producing monthly reports on sales figures

### Team Builder

- Fostered a cohesive team environment using weekly team meetings to ensure clear communication
- Motivating staff and encouraging morale during periods of change by introducing team nominated 'employee of the week'

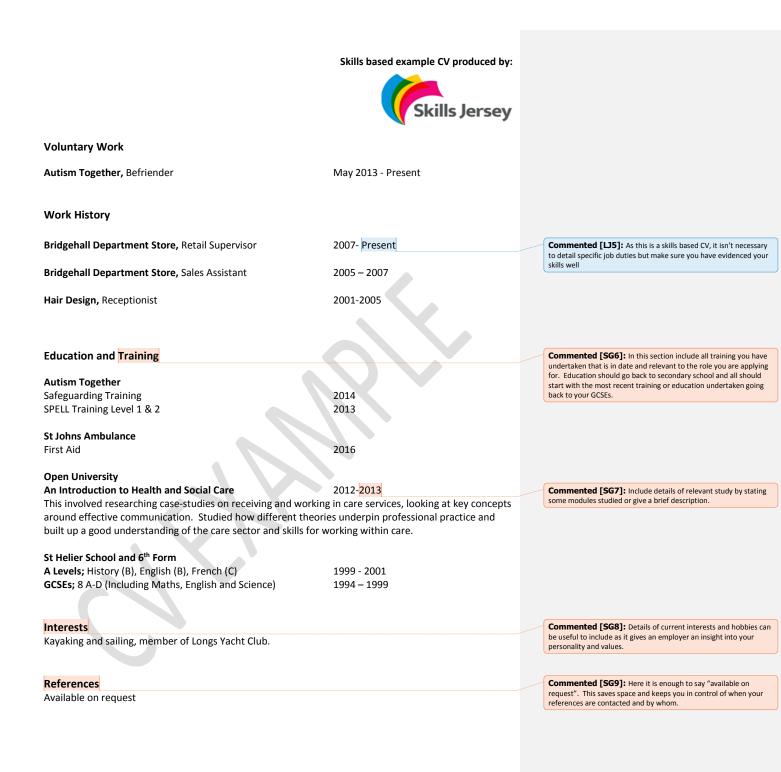
NB: This CV is based on someone wanting a career change and has used a skills based CV to highlight more clearly the transferable skills and experience needed for the role they are applying for **Commented [SU1]:** Have your name in a larger font to the rest of the text. No need to add your postal address if you have an email address.

If you have a Linked in profile then put it here.

**Commented [SG2]:** This is a short high impact statement. Use key words specific to the role to capture the employers attention and evidence the strengths you say you have.

**Commented [SG3]:** Identify the key skills given in the job description and summarise how you meet these requirements.

**Commented [SU4]:** Where you have received specific training it is worth bringing this out in your skills.



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