**ABOUT ME**

* First name: Tanisha
* Last name: Brandon

**CONTACT INFORMATION**

* Phone number: 07554995108
* Email: Tanisha\_brandon@hotmail.co.uk
* Facebook: Tanisha Brandon
* Country: United Kingdom
* Town: Plymouth

**PROFILE INFORMATION**

Provide a brief overview of yourself; include:

* Currently studying BSc Forensic Investigation
* **Any voluntary work you have undertaken and what you have enjoyed/learnt from your experiences.**
* Currently working as Bar Staff at The Minerva Inn, through this work I have gained communication and customer service skills. It has also helped me to gain more confidence.

**My Action Plan**

* **What is my objective? My overall career goal for when I graduate university is to join the police force.**
* **Success criteria**. I will know that my goal has been achieved when I graduate as a police officer.
* **What will success look like?** During my career I will learn new skills within the force such as communication skills, team working skills and assertiveness. I will gain the knowledge to be able to handle responsibility, remain calm in challenging or dangerous situations and negotiating.
* **Action.** In order to achieve my aim I will be required to complete my degree, pass initial recruitment tests and hold a certificate in knowledge of policing.
* **Who?** I will need to contact my local/desired police station in order to achieve my goal.
* **By when?** I would like to have achieved my goal within one year of completing university.
* **Impact & further actions.** I have taken the first step to achieving my overall goal by starting university and my journey to a degree.

**MY CV**

Tanisha

Brandon

31 Looe Street Plymouth, PL40EA

07554995108

tanisha\_brandon@hotmail.co.uk

**Personal Statement**

A confident, approachable, attentive individual with a professional outlook to customer service. Current skills include; Money handling, customer service, social media representative, computer skills. I obtain excellent communication skills as well as customer awareness skills. My persona is a friendly, empathetic, trustworthy team player. I am currently studying BSc Forensic Investigation at Plymouth Marjon University.

**Key skills**

* Personal license holder
* Full, clean driving license
* Excellent communication skills, both written and verbal
* Excellent customer awareness skills
* Level 2 food safety
* Pristine Condition manual handling training

**Education**

**University of St Mark and St John**

*(September 2019 – September 2022)*

BSc Forensic Investigation

**City College Plymouth**

*(September 2018 – June 2019)*

Social sciences access to higher education

Achieved 45 credits at Merit/Distinction

**Babcock Training LTD**

*(March 2015 – March 2016)*

Level 2 NVQ Diploma in Beverage service

Apprenticeship in Food and Beverage service – People 1st Apprenticeships

BIIAB Level 2 Award – CPL Training

BTEC Hospitality and Catering – Babcock Training LTD

***Hele’s School***

(*September 2009 – June 2014)*

6 GCSE's –

English Language – C

English Media – C

Mathematics – C

Food & Nutrition – C

Health & Social Care – C

Science – D

**Employment History**

**Bar Staff, Minerva Inn, Plymouth**

**(***May 2014 – Present)*

Achievements & Responsibilities

* Customer Service.
* Dealing with any customers disputes and escalating to management or emergency services as necessary.
* Money Handling.
* Cellar Management, Inc. Line cleaning, barrel changing and stock rotation.
* Organising events within business, e.g. live music, weddings and birthdays.

**Service & Sales Advisor, Unite Students, Plymouth**

*(May 2017 – September 2018)*

Achievements & Responsibilities

* Acted as a Welcome front of House service and reception service to students in the property.
* Being on hand to answer questions and solve problems for customers.
* Dealing with customer complaints and disputes and escalating them as appropriate.
* Social media representative, managing the Facebook page posting relevant information and answering any online queries.
* Manual handling trainer, delivery manual handling training to the rest of the team and new starters and ensuring all team members are acting correctly on a monthly basis.

**Front of House, The Boathouse Cafe, Plymouth**

*(June 2016 – September 2016)*

*Achievements & Responsibilities*

* Presenting a professional and friendly first impression to all visitors and customers.
* Waitressing.
* Ensuring all areas of the cafe were clean.

**Nursery Assistant, Hamoaze House, Plymouth**

(*July 2013 – Work Experience)*

*Achievements & Responsibilities*

* **Working with students with behavioural difficulties and drug/alcohol issues.**
* **Helping to prepare activities and materials.**
* **Assisting with practical activities.**
* **Assisting staff with the social integration and interaction of the children.**

**Interests**

When not at work or in education I enjoy running with a local running club Storm Plymouth, with my club I take part in weekly club runs around the city. As well as this I also take part in races, across the UK, as of weekends. On weekends and during the evenings, I also enjoy singing in local pubs both solo and as a duo. Reading is also another of my interests, I particularly enjoy reading romance and crime fictions.

**References**

Michelle Jones Human Resources

Minerva Inn Unite Students

**Blog**

Finally, think carefully about what exactly you’ve done. Keep a regular diary or blog ([my page on recording placement experiences may help](http://sites.marjon.ac.uk/philippaelford/daily-record-of-my-placment-reflective-placement-learning-journal/)). Reflect on specific important events or experiences and how you dealt with them. When you receive back assessed work, don’t dwell on the mark, but take time to think about the feedback. Keep asking questions – how could you have done things differently?