



mel nicholls
curriculum vitae
jan 09 / www.melnicholls.com/mail@melnicholls.com



PERSONAL DETAILS

Name: Mel Nicholls
Address: Peterborough, Cambs, UK
Tel No: (available on request)
Mob No: 07743 431500
DOB: 16/08/80
Nationality: British

Software Literacy: Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Quark Xpress, Macromedia Flash, Microsoft Powerpoint, Microsoft Word, Microsoft Excel and Microsoft Access. Competent with both MACs And PCs.

EDUCATION DETAILS

September 91 - July 96
Deacons School, Peterborough
GCSE's
Design & Technology - A
Art - B
Geography - B
Maths - B
Science - B
Science (Double) - B
Computer Studies - C
English - C
English Literature - C
German - C

September 97 - July 99
Isle College, Wisbech
BTEC National Diploma
Graphic Design - Merit

September 05 - July 08
Anglia Ruskin University, Cambridge
BA (Hons) Graphic Design - 2:2

CAREER SUMMARY

October 07 – Date: BHS, Peterborough
Position Held: Part Time Store Associate

- Sales and returns.
- Stock replenishment.
- General housekeeping duties

November 05 - August 07: BHS, Cambridge
Position Held: Part Time Store Associate

- Sales and returns.
- Customer Service.
- Stock replenishment.
- Cash Management.
- General housekeeping duties

Position Held: Customer Services Deputy Supervisor

Ensuring that all contracts for new and existing accounts are processed efficiently and promptly with one member of staff reporting to myself. Providing cover for supervisor when unavailable due to meetings and holidays etc., were I then oversee a team of four.

My main achievements and responsibilities include:

- Processing installations and resolving any queries that arise from these.
- Liaise with external team in order to meet deadlines and targets.
- Overseeing amendments made to the contracts of current accounts.
- Invoicing current and cancelled accounts. Making any necessary adjustments to existing customers payment schedules.
- Updating the customer database.
- Provide Customer Service.
- Recording holidays to ensure that no t team members are absent at the same time.
- General administration duties.