

*mel nicholls*  
*curriculum vitae*

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## 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.