



Mr Richard Kaminski

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Personal Statement

I am a recent graduate looking to begin a career in education. I am a mature and well travelled person with lots of life experience. I also have experience of working in another country for an extended period after spending a year working and travelling around Australia and Asia. My travels brought me into contact with many different cultures, religions and ways of life for which I have developed and maintained a deep interest and respect.

I enjoy working with children and have prior experience of working with children of a variety of ages in an educational setting, as I have frequently worked in a family childcare business.

I currently volunteer time with disadvantaged children in Cardiff in the evening, playing sports and games and teaching them life skills to help them avoid trouble.

Key Skills

- Excellent written and verbal communication skills
- Wide and varied personal life experience
- Good understanding of children's educational and social needs
- Highly enthusiastic self starter
- Fast learner with proven ability to quickly fit in and adapt to new situations
- Comfortable working and living independently

Work Experience

Casual childcare assistant – Tamilla Voss, Gloucester

(Various times 2006 - present)

- I have frequently helped as a casual childcare assistant in a family childcare business over the last 3 years.

I have been responsible for looking after children aged between 1 and 11 years old.

Activities include: - helping them with educational tasks, playing games to ensure they are occupied, supervising arts and crafts activities, ensuring behaviour codes are adhered to and all other aspects of childcare.

Pensions Administrator - Legal & General, Cardiff

(April 2006 - June 2007)

- This role required me to produce complicated pensions quotes for internal and external agents.
- Key skills for this role were ability to work quickly and accurately, effective communication with customers and colleagues to ensure quotes produced correctly, ability to work effectively in pressurised environment, ability to deal with rude or difficult customers in a professional manner.

- I completed training in a third of the usual time and always exceeded targets for effectiveness and accuracy.

Reason for leaving: Left due to continue education

Customer Service Administrator - Singlepoint (Vodafone), Newcastle-under-Lyme
(Nov 2004 - April 2005)

- In this contact centre role I was required to help customers with queries pertaining to all aspects of their mobile phone contracts.
- Effective communication, efficient and accurate working practise, professional attitude and demeanour in sometimes difficult circumstances and ability to learn quickly were all essential skills for this role.
- I always hit all customer service targets in this role and would frequently help other team members with queries.

Reason for leaving: Left to travel abroad for a year

Customer Service Administrator – PHS Group Ltd, Caerphilly
(Nov 2001 - September 2002)

- In this busy office environment I was required to arrange office services for high end business customers.
- Effective communication, ability to prioritise, willingness to go the extra mile to get job done and good negotiation skills were all essential to this role.
- I always hit all customer service targets in this role and would frequently help other team members with work and queries.

Reason for leaving: Left to go to university

Customer Service Executive – British Gas Trading, Cardiff
(June 2000 – July 2001)

- In this contact centre role I was required to sell new gas and electricity products to existing customers, resign previous customers, negotiate prices and deal with all aspects of customer service.
- Effective communication and negotiation, efficient and accurate working practise, effective use of time, professional attitude and demeanour in sometimes difficult circumstances and ability to learn quickly were all essential skills for this role.
- I always hit all customer service and sales targets in this role and was top seller on my team when I left. I was frequently involved with training and helping new staff.

Reason for leaving: Left to travel abroad

Education

University:

BA Journalism - 2:2 (2007-2009)
Glamorgan University

BA Broadcast Journalism with Politics (Discontinued) - (2002-2004)

Staffordshire University

College:

Coleg Glan Hafren, Cardiff (1997-1999)

- 2 A levels – Psychology (C) & Film Studies (C)

School:

St Cenydd Comprehensive School, Caerphilly (1991-1997)

- 9 GCSE's grade A-C

Hobbies & Interests

I enjoy travel, literature, playing guitar and playing and watching sports such as tennis, rugby and football.