

# **Hannah Meredith**

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## **PERSONAL PROFILE**

I am a kind, friendly and approachable professional who would be well suited to a teaching role. I possess great communication and listening skills, gained through many years of working with the public. I am an organised individual who has great time management. I am a flexible and adaptable person, able to work well in both small and large group scenarios.

## **QUALIFICATIONS**

- CELTA, December 2023 - Pass B  
120 hour course including: 6 hours assessed teaching at two levels, detailed lesson planning for all lessons, 6 hours observation of experienced teachers (live and video), four written assignments, observation of fellow trainee teachers' lessons.
- TEFL 140 hour Premier Course, August 2022 - Pass  
Includes 50hr TEFL Methodology course, 30hr Grammar course, 20hr Video observation course, 10hr Teaching large classes course, 10hr Telephone teaching course and 20hr workshop.
- Birmingham City University, 2011 - 2014: BA (Hons) Criminology & Policing.  
Grade Band 2:2.
- Welshpool High School, 2009 – 2011: A Level. Business Studies BTEC Distinction (Grade A), Applied ICT Grade B, Geography Grade B.
- Welshpool High School, 2004 - 2009: GCSE. 13 passed, including English Literature A\*, English Language A, Mathematics B, Science C.
- First Aid Certified (Through St.Johns ambulance, valid until 2026)
- Full clean UK driving licence

## **WORK EXPERIENCE**

**April 2023 - Present Excursion & Residential Team Leader and Office Assistant,  
Severnvale Academy, Shrewsbury**

**Excursion & Residential Team Leader**

- Planning and booking of excursions, generating risk assessments, ensuring staff adhere to guidelines, monitoring students on excursions, leading activities for students in the evenings, staff rota planning, pastoral care whilst in residential setting.

**Office Assistant**

- Answering telephone enquiries, generating invoices, general administration duties, hosting social events for the students, updating business social media platforms, updating student database, generating student information packs.

**Feb 2023 - April 2023 Voluntary Work Experience, Severnvale Academy, Shrewsbury**

- Lesson observation, to gain practical experience of how teaching English as a second language is conducted
- General administration duties; editing and distributing student welcome packs, database updating, completion of extra administration tasks for teachers, assisting with preparation for Easter residential stay

**2021 - April 2023 Shift Manager, Lidl, Newtown Store**

**(2019-2021 Customer Assistant)**

- Awarded a British Citizenship award (2021) for my public service and being a role model to staff over the recent pandemic
- Became a training mentor in my current role, in charge of training new starters in all areas of the store and refreshing ongoing staff training
- Strong communication and customer service skills; dealing with customer queries regarding products and store policies, resolving customer complaints and passing relevant customer feedback to head office. Implementation of staff training and mentoring with new starters, ensuring they meet the company's expectations.
- Commercial organisational skills; responsible for the stocking and maintenance of the high value non-food product area, ensuring displays are desirable to customers and optimising turnover goals in this area.
- Cash handling processes, store key holder and personal alcohol licence holder.
- Retail transactions, stock rotation

**2018-2019 Online Product Merchandiser, Charlies Stores, Head Office, Welshpool**

- Customer service via numerous portals - phone, email and online merchant messaging systems, dealing with customer complaints, order queries, order placement and payments
- Content writing, loading of products on to website and online shopping pages, competitor price checking, management of Amazon and eBay selling accounts, assisted the marketing team with Adwords campaigns

**2015-2018 Commercial Accounts handler, Jelf Insurance Brokers, Welshpool**

- Issuing of insurance documents, customer services including payments, insurance claims, alterations to policies and policy queries, generation of policy documentation for colleague's clients.

**2014-2015 Head Cashier, Charlies Stores, Welshpool**

**(2010-2014 Catering Assistant)**

- Customer service, complaint handling, staff training and inductions, retail transactions, stock merchandising around the till area, cash management and safe holder
- Customer service, cash operations, food handling.
- Key Achievement: P/t role, promoted to Head Cashier.

**OTHER SKILLS AND ACHIEVEMENTS**

- I have been studying Korean on a regular basis for over a year. I began taking a group class through three levels of beginner learning and am now taking one-on-one tuition with a tutor. We have completed Level A1 and have recently moved onto B1.

**INTERESTS**

I am interested in experiencing different countries and cultures, and will shortly be going on another trip to South Korea. In my spare time I am an avid reader, I particularly like crime thrillers and fantasy novels, and I enjoy playing video games. I have also recently joined the gym and enjoy running.

**REFERENCES**

Professional and personal references, available on request