



SOPHIE KENT

CONTACT DETAILS

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PERSONAL STATEMENT

I am a dedicated individual that works to excel in whatever position I am in. I have proven experience of interacting with customers and striving to improve their experience in any way I can.

I have worked as a waitress ensuring customers had the best experience. I developed this skill through my university degree and working with clients during an Internship. During this paid Internship, I developed a solution for my client that produced the results they needed whilst considering the user interaction with the application.

EDUCATION AND QUALIFICATIONS

UNIVERSITY OF CENTRAL LANCASHIRE
2014)

(SEPTEMBER 2011 – JULY

Web and Multimedia (BSC Hons) – Class of 2014 - **Award Hons Degree-First Class**

LYTHAM ST. ANNES HIGH TECHNOLOGY AND PERFORMING ARTS COLLEGE (SEPTEMBER 2004 – JULY 2011)

A/S AND A LEVEL'S/BTEC'S (2009 – 2011)

- A Level English Literature grade **B**
- A level Mathematics grade **C**
- BTEC Level 3 Qualification National Award for IT Practitioners **Distinction**
- A/S Level Photography grade **C**
- A/S level Media Studies grade **B**

GCSE'S/BTEC'S (2007 -2009)

- 8 X GCSE Qualifications at **A* - B**
 - Includes : Mathematics, Statistics and English Language at **A* - A**
- 2 X BTEC Level 2 Qualifications at **Distinction* (equivalent of 6 X A*)**

SKILLS AND ACHIEVEMENTS

SKILLS

Web Design and Development - Throughout my University degree I have developed skills in languages such as HTML, CSS, JavaScript, JQuery, PHP, XML and Json. These skills have enabled me to have clear understanding of the mechanics of constructing front end and back ends of websites and applications.

Interface design and Graphics - I have also further developed my skills in design work particularly using software's such as Photoshop and Illustrator. These design skills enhance my ability to transform hand drawn concepts into digital designs. Additionally I am able to utilise these tools and skills to create wireframes and visuals to base my website interfaces on.

Client liaising and People Skills - I have developed my skills in working with clients through my Internship at UCLan and through my degree. I have witnessed and led meetings with clients, ensuring that the outcome was mutually beneficial for me, my employer and the clients in question.



Management skills - I have gained additional skills in management in my roles as project manager and as a team leader. This allowed me to put different leadership styles into practice and has increased my confidence as a leader.

ACHIEVEMENTS

Rotary Youth Leadership Award (2010) - I completed a Rotary club leadership award, in which I learnt about the different types of leadership styles that can be applied in different situations. These tools I have adapted and applied to my approach when leading teams within University and work.

EMPLOYMENT HISTORY AND RELEVANT EXPERIENCE

EMPLOYMENT HISTORY

Employer	Date of Employment	Skills Utilised
Greens Bistro	2007 – 2011	Time Management, Team Leading and Customer Experience
Lytham Proms VIP Tent	One event 02/08/12 – 04/08/12	Waitressing, Team Work
Moka Express	2012 – 2013	Handling Money, Team Work
Babysitting	2009 – Present Day	Responsibility and Trustworthiness

RELEVANT EXPERIENCE

Project Support officer (Lancashire County Council) – (4/8/14 – Ongoing)

I am currently a Project support Officer in the safer travel team at Lancashire County Council. Here I have been working effectively as a part of small and large teams. I work on projects with Road Safety and Healthier lifestyles in Lancashire. Working on resources for events and updating paperwork for projects. I have also been working on web and digital presence of the Road Safety team including the Moodle Content Management System.

Front End Web Project Manager (UCLAN Paid Internship) – (24/06/13 – 19/07/13, 7/10/13 – 23/5/14) Based at the University of Central Lancashire I worked with various team members to ensure projects remained on target and were meeting client demands. As Project Manager I knowledge gained through my university degree to ensure projects were organised effectively and were supported with appropriate documentation. During my second Internship I continued to perform in the role of Project Manager, leading and organising the team and maintaining client relationships. I was also producing supporting project documentation.

Team Leader and Human Resource Manager (Step One Media) – (8/11/2013 – 24/05/2014) - I was team leader for my student company, as part of Young Enterprise. I worked with my team to create our company, construct our business vision and write up the business plan to reinforce our values as a company. I lead the team, kept meetings on track, ensured tasks were being completed to agreed timescales and ensuring team members are happy in their roles. This was as much an organisational role as a leadership role which I took on with complete enthusiasm. I utilised the different characteristics of the other team members to ensure we approached projects effectively.

VOLUNTEERING

Easterleigh Animal Sanctuary (2009 - 2011) - I volunteered for over a year and a half, looking after animals and aiding in the safety and welfare of animals in the sanctuary. I was entrusted to clean out and care for a variety of animals. This gave me good interaction with animals and the customers looking for new pets. I helped at a charity event to raise money for the sanctuary collecting money whilst walking dogs in an official event.

REFERENCES CAN BE MADE AVAILABLE UPON REQUEST.