

Malini Mishra

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Portsmouth, UK

Current first-year student studying Criminology at the University of Portsmouth, with experience in providing excellent customer service in busy environments, and strong teamwork and communication skills. Currently seeking a part time job in the retail sector.

Education

- **BSc Criminology, University of Portsmouth, September 2024 - July 2027**
- **East View College, Bangalore, India, September 2022 - July 2024**
Equivalent 3 A-Level Grades A-C in Criminology, Sociology and Chemistry.
- **East View High School, Bangalore, India, September 2017 - July 2022**
Equivalent 11 GCSE grades B-C, including English Language, Maths, Science, IT

Work experience

H&M, Bangalore, Retail Assistant, February 2024 – August 2024

- Collaborated with a team to receive early morning deliveries, maintain warehouse and shop floor standards
- Developed excellent communication and customer liaison skills on the tills and shop floor
- Supported colleagues with tasks when necessary to ensure completion of daily duties
- Ensured accuracy when processing cash and card payments via the CRM till system

Nike, Bangalore, Customer Services Assistant, September 2022 - December 2023

- Encouraged colleagues to reach sales targets collectively, creating team spirit
- Maintained the tidiness and cleanliness of the shop floor, whilst still being available for customer queries
- Handled numerous telephone calls and queries from other stores, efficiently locating requested items
- Developed problem solving skills through dealing with customer complaints in a polite and professional manner, quickly resolving situations using my own initiative

Volunteering Experience

East View College, Bangalore, Community Project, August 2023

- Represented the college by supporting the local community with cleaning up litter from the nearby area.
- Led a group of peers by organising dates and location of clean ups
- Promoted the volunteering project at local community events and stalls in the local area, which helped to attract more volunteers

Additional Information

- Languages: Fluent in English, Kannada, Hindi and Telugu
- Course rep in Criminology: Presenting course feedback from students to the Dean of Humanities to help improve elements of the student experience such as course content and lesson times

References available on request