

Rachel Sullivan

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Sociology graduate with analytical skills and customer service experience seeks a career in audit, leading to qualification as a Chartered Accountant.

Key Skills

Analytical

- Conducted health awareness research with the public during degree using interviews, questionnaires, data coding and numerical data analysis. Analysed and evaluated findings using SPSS and wrote up results in a 12,000 word dissertation, achieving a mark of 70%.
- Enhanced research skills when interviewing 100 participants about their health awareness, and evaluating methods of communicating with hard to reach communities for the East End Health charity.

Communication

- Actively participated in seminars and group discussions, presenting my opinions articulately and concisely, including delivering an assessed group presentation to lecturer and peers, achieving a mark of 68%.
- Raised the profile of East End Health in newspapers, leaflets, social media and at community presentations in youth clubs, faith meetings and care homes. Assessed needs of groups, tailoring my facilitation methods and activities to engage users.
- Developed concise report writing skills and contributed effectively to meetings as Treasurer of NU Sociology Society.
- Interacted with the public as a sales colleague and provided proficient customer service when answering product questions and dealing diplomatically with complaints.
- Following voluntary teaching role, raised awareness of the limited resources within a Ghanaian school via social media and lecture shouts. As a result fellow students donated learning materials.

Team working

- Led a team of five to deliver a group presentation. Supported group members, allocated tasks according to strengths and monitored progress to successfully meet project deadline.
- Liaised with teachers and parents in volunteer teaching role to organise an Olympic themed competition, which successfully bonded pupils and improved their cultural awareness.
- Worked competently within a team of 16 to maintain clothes displays and sell products, regularly surpassing set targets and achieving high levels of customer satisfaction.
- Inducted and trained new staff in customer service, using the tills and provided support with any problems they encountered.

Organisational

- As Newcastle University Sociology Society Treasurer, managed a budget of £3000. Collected funds from members, monitored expenditure and presented detailed report to the Society's Executive Committee.
- Balanced studies, part-time work and extracurricular activities by setting priorities, planning and checking progress to ensure deadlines were met.
- Responsible for managing my time while providing supervision, play work and personal care for children in an orphanage.
- Planned and ran a fashion show attended by 200 people, raising over £650 for 'The Rainbow Trust' children's charity.

Education

2018 - 2021	BA (Hons) Sociology (2.1) Newcastle University	
2011 - 2018	Central School, York	A Level Sociology (A) Politics (A) Biology (B) 10 GCSEs (A* - C)

Work Experience

Sept 2020 - Jan 2021 **Healthy Communications Newcastle Work Experience Project, East End Health, Newcastle upon Tyne**

- Carried out research and delivered services tackling health inequalities.

Jul - Aug 2019 **Volunteer Teacher and Careworker, Madventurer, Ghana**

- Provided English lessons to a group of 25 pupils and cared for children in an orphanage.

Oct 2018 - Apr 2020 **Various positions, JobsOC, Newcastle University**

- Roles included clerical support, events, hospitality and cleaning.
- Demonstrated adaptability, flexibility, communication skills, undertaking tasks quickly and efficiently due to the temporary nature of these roles for a campus-based job agency.

Dec 2016 - Sept 2018 **Sales Colleague, Peacocks, York**

- Provided excellent customer service, maintained displays and sold products.
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Additional skills

- Proficient in SPSS and Microsoft Office - Outlook, Excel, PowerPoint, Word and Access
 - Languages - conversational French, basic Spanish.
 - Full clean driving licence.
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Achievements

- Elected Treasurer of NU Sociology Society
 - Successfully applied for the Alumni Association Student Initiative Fund award to resource the organisation of a charity fashion show.
 - Received 'Pride of Newcastle' achievement award for raising health awareness.
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Interests

- Member of Newcastle Contemporary Dance Academy, participate in dance recitals and live performances.
 - Enjoy cooking and attend culinary evening classes at a local school to expand my range.
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References

Personal Tutor: Dr Emily Parker, School of Geography, Politics and Sociology, 5th Floor Claremont Tower, Newcastle University, NE1 7RU (0191) 2228888 e.parker@ncl.ac.uk

Previous Employer: Jon McDonald, Senior Health Worker, East End Health, 14 Heaton Road, Byker, Newcastle, NE6 1SD (0191) 2783822 jon.mcdonald@eehealth.org.uk