

Personal Profile

Motivated and reliable professional transitioning from a customer service background into gardening. Skilled in teamwork, communication, and problem-solving, with a strong work ethic and a passion for maintaining safe, welcoming, and well-presented outdoor spaces. Seeking an entry-level gardening role to develop horticultural skills while contributing positively to residents, guests, and communities.

Skills

- Planting, pruning, lawn care, and basic garden maintenance
- Safe handling of tools and willingness to train in machinery use
- Attention to detail in maintaining tidy and safe environments
- Strong communication and interpersonal skills
- Reliability, patience, and teamwork in both independent and collaborative settings
- Time management and organisational abilities developed in customer-focused environments

Additional information

- Accustomed to outdoor work in varied weather conditions.
- Keen to gain formal horticultural training and certifications (e.g., machinery handling, COSHH, health & safety).

Education

Level 2 Diploma in Customer Service, Leeds City College, Leeds, 2021

GCSEs, Roundhay School, Leeds, 2020

- English Language – Grade 6 (B)
- English Literature – Grade 5 (C)
- Mathematics – Grade 5 (C)
- Science (Combined) – Grade 5-5 (C)
- Geography – Grade 6 (B)
- Design & Technology – Grade 6 (B)
- Art – Grade 7 (A)

Work Experience

**Customer service representative, Hardoherin Communications
Leeds, 2022 - Present**

Focus on providing exceptional customer service, managing logistical tasks and resolving issues efficiently. Working closely within a team to ensure high levels of customer satisfaction and maintaining meticulous records of customer interactions. Demonstrate a strong work ethic and a commitment to continuous improvement, consistently meeting and exceeding performance targets.

- Implemented a feedback collection strategy that led to a 20% improvement in customer service scores by identifying and addressing common customer concerns.
- Awarded Employee of the Month four times in two years for outstanding teamwork.