

# Catherine Sample

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## EDUCATION

### **MSc Professional Communication, University of Aberdeen**

**2021 – 2022**

*Courses include:* Communication Theory and Analysis; Work-based Placement for English and Communication; Places and Environments: Critical Dialogues; Intercultural Communication.

### **BA (Hons) English Literature and Creative Writing, Aberystwyth University, 2:1**

**2017 – 2020**

*Courses included:* Reimagining the World Wars: Contemporary Historical Fictions; A Virtuous Vice? Or: The True History of the English Novel; Victorian Childhoods; Place and Self; Learning from the Novelists and Writing Short Stories.

*Dissertation:* A New Historicism? A Comparative Study of the Portrayal of Victorian Society in 19<sup>th</sup>-Century and Modern "Victorian" Fiction.

### **St Joseph's Catholic & Anglican High School, Wrexham**

**2011 – 2017**

*A-levels:* English (A), History (B), Art (B)

*GCSEs:* 10, including A\* in English Language and English Literature

## WORK EXPERIENCE

### **Barista, Cafè Nero, Aberdeen**

**Sept 2021 – Present**

- Work in a team to prepare hot beverages fast and efficiently, ensuring waiting times are minimal.
- Build rapport with customers, answer queries and deal with any small complaints in a diplomatic way.
- Ensure the barista and kitchen area is clean and tidy in line with health and safety protocols.

### **English Teacher, Berlitz Language School, Chile**

**Sept 2020 – May 2021**

- Planned and delivered English lessons to groups of up to 20 adults and teenagers, from beginners to advanced learners.
- Provided one to one tutoring to students who required additional support.
- Worked in a team to organise English Language social events and activities such as film nights and themed parties.
- Liaised with in-house teaching staff to share lesson plans and insights as a native speaker.

### **Intern, Hachette UK, Edinburgh**

**May – June 2019 and 2020**

- Shadowed professionals of the editing and publishing field, learning their methods of communication.
- Dealt with event and booking enquiries in person, via email and over the phone and sent out publicity materials.
- Respected tight print deadlines and learned how to deliver quality content while working with time restrictions.
- Responsible for checking first and second drafts on their way to the last check before publishing.

### **Shop Assistant, Waterstones, Aberystwyth**

**Dec 2015 – Mar 2017**

- Initially recruited as a Christmas temp, I was kept on part-time due to my excellent customer service.
- Specialised in the children's section of the store where I gave advice and recommendations which meant keeping up-to-date with the latest book releases.
- Assisted in the organisation of several evening events, including book signings and a poetry slam.

## **WORK RELATED SKILLS**

### **Communication**

I developed excellent communication skills through my role as English Language Teacher in Chile. This involved developing my listening skills and being patient with those whose first language was not English. Also have experience of communicating with a wide variety of people through my customer service roles and my involvement in student newspapers while at university. Both the practice and study of communication has honed my writing skills over many years as has my academic work, including a 10,000 word dissertation for my undergraduate degree.

### **Research**

The ability to research and analyse literature has been an essential part of my undergraduate and postgraduate studies. I enjoyed researching my undergraduate dissertation, for which I used a variety of sources such as the internet, databases and library books.

### **Teamwork**

Teamwork is essential in my job at Cafè Nero in order to provide fast and efficient customer service. My teamwork skills have also been developed within my degree when preparing group presentations and as part of a wider team of editorial interns during my internship at Hachette.

### **Organisation**

As Secretary for the student newspaper, my role was to ensure all administration was dealt with effectively. Managing my time efficiently between work, study and Society commitments has also developed my organisational skills, particularly during this busy postgraduate year.

### **Languages**

Having travelled and worked in Chile I have become a keen student of Spanish and have started evening classes at the University Language Centre. I am confident to intermediate level.

### **IT**

Throughout my degree I have used various Microsoft Office packages to prepare and deliver coursework and assessments. I am confident at using email and the internet and have used a variety of other library and ordering systems through my degrees and at Waterstone's.

## **INTERESTS & ACHIEVEMENTS**

### **Student Newspaper Contributor**

I joined the Aberystwyth student newspaper in my first year of study and was elected to the role of Secretary in my final year there. This involved administration tasks and ensuring events and committee meetings were organised effectively. I enjoy writing for news outlets in my spare time and contributed 20+ articles and reviews during my time at Aberdeen University.

### **Language & Culture**

I have always been fascinated with different languages and cultures and developed this interest further while living and travelling in Chile. I have continued this interest by studying Spanish in my spare time.

### **Dance**

I joined the Scottish Dance Society this year to meet new people and learn how to ceilidh dance. I have since taken part in a number of public ceilidhs and even a demonstration organised by the Society, which was great fun.

## **REFERENCES**

Available upon request