

MARTA KUSCH

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PROFILE

An optimistic individual who is in the third year on the BSc Chemistry degree. Whilst studying at Bradford University, I have developed good communication skills by working pro-actively with others to achieve certain objectives on time with excellence. Moreover, I am flexible as I can quickly adapt to the new environment and always willing to learn. My self-motivation enables to organise my own work to meet the employer's expectations and to work successfully in a team.

EDUCATION

University of Bradford | 2016 – 2019

- BSc. Chemistry – 3rd year. Expected 2:1.
Modules: Organic Chemistry, Inorganic Chemistry, Physical Chemistry, Practical Chemistry, Marketing.

Marie Sklodowska - Curie High School in Poland | 2012 – 2015

- A levels including Chemistry 65% and English 75%

Nicolaus Copernicus School in Starogard Gdanski, Poland | 2009 – 2012

- GCSE including English, Maths and Science at grades 70 – 75%

PROFESSIONAL EXPERIENCE

CUSTOMER ADVISOR

Santander Bank, Bradford | Sep 2018 - Current

Dealing with a range of customers, handling general enquiries over the phone, processing payments, maintaining customers' accounts, using the IT system to update account details, delivering excellent customer service.

REGULATORY AFFAIRS ASSISTANT

Knudsen&Co, Shanghai | June – July 2018

Assisted in the product certification, registration, filling of nutritional supplements and ingredients compliance with CFDA requirements. Advised on changes in formula, functional claims and product development teams. Participated in the managing the import procedures of food into China including documents collection, tests arrangements and Chinese labelling check. Successfully completed group project aimed to prevent animal tests in China on selected cosmetics.

SALES AGENT

Sunmaster, Halifax | Oct – Mar 2018

Developed my excellent communication and customer lialisation skills by selling and promoting holidays through phone calls. Responded to all customer enquiries thoroughly and professionally. Coordinated between billing department and customers to resolve problems and placed special merchandise orders. Additionally, have learnt to process credit payments and enter data promptly and efficiently with a 100% accuracy rate.

LABORATORY ASSISTANT

STRI Group, Bingley | June – Aug 2017

Assisted with completing 100 trials on various maintenance products used in the sports turf industry to provide optimal turfgrass surfaces for any type of sport during the summer internship. Developed a great knowledge of basic laboratory techniques such as precise measurements, pH testing and determination of organic and inorganic compounds. Collected correct information based on performed trials and recorded test results using a variety of chemistry-specific software programmes.

VOLUNTEERING

PEER ASSISTED LEARNING – PAL LEADER

Voluntary work as a PAL Leader. Conduct regular PAL sessions for the small group of new students to improve their understanding of key course related knowledge. Using various techniques to facilitate group discussions and activities to get students to work together.

ACHIEVEMENTS AND ACTIVITIES

Certified for the internship in STRI on the Summer Experience Awards in September 2017. Achieved 6.5 in IELTS - International Language Test.

TECHNICAL SKILLS

Laboratory skills – Developed a great knowledge of basic laboratory techniques such as precise measurements, titration methods of quantitative chemical analysis, pH testing. Also, operated laboratory instruments and recorded test results using a variety of chemistry-specific software programmes during my internship and practical work at university.

IT skills – Knowledge and experience of Microsoft Office, GenStats and operating system Windows 10 during work when using various programmes and softwares.

TRANSFERABLE SKILLS

Strong verbal and written communication skills – Extensive practical background enhanced those skills from working with customers through constant interaction, resolving problems and tailoring approach to suit the audience. Apart from that, analysing data, collecting correct information, writing weekly reports and summaries based on conducted experiments during studying have generated my excellent written skills.

Team - working - Created through building positive relationships at working as a Sales Agent to achieve our monthly target and work hard to exceed them.

Also, took part in group projects and group presentations to achieve common goals.

Good organizational skills and time - management - Displayed a good attendance and punctuality in university as well as at work, when doing early shifts during summer period. Able to combine working part-time with study life.

Attention to detail – Developed whilst working as a part of research team during my internship by inputting numerical data into a database to provide accurate results of the products applied on trials.

Flexibility - Composed whilst dealing with customers, interacting with colleagues and involvement in extracurricular activities. Can quickly adapt to the new environment and take on various responsibilities.

LANGUAGES

Written and Spoken:

- **Polish** – native
- **English** – fluent
- **German** – basic

REFEREES

University

- Dr Richard Telford CChem CSci FRSC
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Employment

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