

# PENELOPE JOHNSTONE

CV

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Ambitious Business Psychology student specialising in Human Resources, ready to leverage strong administration skills to develop a career in HR. Excellent time management, communication, and interpersonal skills with a proven ability to build and strengthen connections between different departments. Knowledgeable in employment law and key HR practices with a solid understanding of recruitment, compliance, and business operations.

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## EDUCATION

### Bachelor of Science (Honours) in Business Psychology

2015 - 2019

University of Essex

- **Industrial Relations:** gained a broad understanding of employee relations essence and effective management in small to medium enterprises (SMEs).
  - **Personal and Social Development:** explored the needs of people in order to be fulfilled in the context of our daily and working lives.
  - **Thesis:** trend analysis in staff retention over a 10-year period for a large and well-established manufacturing organisation. (Grade A-)
  - **Relevant courses:** HR Management, Consumer Behaviour, Business strategy, Leadership and Managing Teams, International Marketing Strategy, Organisational Development and Change.
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## WORK EXPERIENCE

### Shift Manager at McDonald's, Manchester

2019 - 2020

Serve as lead for delegating tasks to restaurant staff and addressing diners' queries. Ensure compliance with safety regulations and maintain a fully-stocked inventory. Manage and coordinate the employee satisfaction survey aimed at identifying areas of staff discontent. Assist with general administrative duties and deal with HR-related queries, including payroll and staff contracts.

- Supported various team members to carry out research, analyse data, and make recommendations to senior personnel.
  - Gave presentations to senior staff members at meetings.
  - Acquired the essential foundational knowledge of employment law and HR practices.
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## ADDITIONAL EXPERIENCE

### Coordinator Assistant Volunteer at Remploy, Newport

2017 - 2018

As Britain's largest employer of people with disabilities, the main role was to support sustainable employment. Respond to customers' needs, prepare weekly reports, schedule meetings, and assist in organizing company events. Provide expert advice on enhancing business operations, and build a good reputation for the business.

- Managed the paperwork for new volunteers, including screening of applications for shortlisting and recording personal contact details on the Microsoft Access database.
- Learned how to communicate in a professional manner via email, telephone, and letter.

### Board Member at University Networking Essex Club

2015 - 2017

- Winner of the 'Bucks Best Business Pitch' award in 2017 Enterprise week, developing confidence in public speaking and presentation skills.
  - Active member at the university societies: Business Forum and Essex Entrepreneurs.
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## SKILLS

HRM, HRIS, recruitment process, administrative operations, commercial awareness, cultural awareness, HR reporting, coaching, accounting, business organisation, and public speaking.