**Career Stories / Employment Stories**

**Stage 1: writing the story**

*“I was mainly in the workshop fixing bikes and putting together new bikes. From time to time I was also needed to serve in the shop and talk to customers about various models and components. Although I enjoyed the mechanical work, I also found I was good at selling bikes as customers felt that a mechanic would know a lot about the various models – which ones needed a lot work and which ones didn’t.*

*After a few months I was made workshop manager and had 3 or 4 mechanics and assemblers working under me. I wasn’t as comfortable with this as I thought of myself more as just one of the boys rather than the boss. It was good though because my boss started taking me a bit more seriously then.*

*Eventually I moved to and helped to set up a new branch of the shop. I was mostly on my own in this position and I really enjoyed being in charge of everything, though I didn’t know much about running a business to start with. I had to do things like pricing, ordering, advertising and cashing up.”*

**Stage 2: clarifying for detail**

After digging for more detail, and trimming the ‘fluff’, we get the following key tasks:

* fix bikes
* assemble new bikes
* give advice to customers
* manage workshop and other mechanics
* set up new store
* sell bikes and accessories
* reorder stock
* unpack and price goods
* cashing up at end of day
* help write ads for the paper

**Stage 3: translating into ‘CV-speak’ (appropriate language and format)**

**Bicycle Mechanic / Retail Shop Manager**

The Big Wheel Cycle Shop

Auckland

Nov 2000 – Dec 2004

*Key Tasks and Duties:*

* Diagnose faults and carry out repairs to cycles
* Assemble new cycles and perform safety checks
* Advise customers on features and benefits of products
* Plan and allocate work to workshop staff of four
* Supervise and ensure the smooth operation of a busy workshop
* Provide customer service and sales assistance as required
* Design layout and install shop fittings in new store
* Manage overall operation of a cycle shop single-handed
* Monitor stock levels and reorder, negotiating best value deals
* Process incoming consignments and check against packing-list
* Calculate retail prices and attach price labels to goods
* Assist General Manager with advertising and promotional strategies

*Achievements:*

* + Assembled over 20 cycles in one day
  + Promoted to workshop manager and then store manager
  + Increased revenue in the workshop by 60% over one year

*This list is getting to be a bit long, suggested solutions are:*

1. Split the work experience into two parts, either with two sub-headings within the main job heading, or by listing as two separate positions.
2. Target the list to reflect an emphasis on either mechanical, retail or management work. Reduce detail in the non-targeted areas.

**Stage 4: translating Chronological into Functional**

Select 4 – 6 categories of transferable skills

*For example:*

**Interpersonal communication**

* Relate in a professional and friendly manner with people from all backgrounds
* Deliver clear and detailed instruction to staff
* Provide accurate and timely information to management
* Listen attentively to customer and staff explanations

**Customer Service**

* Explain features and benefits of products to customers
* Ensure that customer enquiries are responded to and resolved
* Carry out sales transactions, operate tills, give change
* Pre-process hire purchase and credit applications
* Calculate prices, attach price labels and monitor stock levels

**Etc…**