

KATHARINE GAWTHROP

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Full clean driving licence

EDUCATION

2006 - 2010 Coventry University

BSc (Hons) Geography with Placement Year

- Awarded prize for Best First Year Geography Student
- Modules include: GIS, Data Analysis, Fluvial Systems

2004 Open University

Certificate in Natural Sciences

1998- 1999 Durham University

MSci Physics, incomplete due to personal reasons

1992- 1998 Douglas Academy, Milngavie, Glasgow

<i>Highers</i>	Chemistry, Mathematics, Physics	<i>Grade A</i>
	Biology (crash course), English	<i>Grade B</i>

<i>Standard Grades</i>	English, Mathematics, French, Geography, Chemistry, Physics, Technological Studies, Music	<i>Grade 1</i>
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EMPLOYMENT

GIS Internship: Yotta DCL, Leamington Spa. June 2008 – Sept 2009

Asset Inventory, CVI/DVI and SCANNER road condition survey processing. Documenting processes and creating training materials. Identifying weaknesses in procedures and suggesting improvements to aid cost reductions. Validation of other employee's work. Working to tight deadlines while maintaining accuracy.

Analytical Chemist: Severn Trent Laboratories (STL), Coventry. Nov 2003 - Sept 2006 and some university vacations

Preparing Analytical Quality Check samples for all STL UK laboratories. Previously, analysis of soil and sewage sludge. Analyst on the 24hr Emergency Callout Rota.

Also Technical & Development (T&D) Project Manager

1 year deputising (part time) and covered 6 months sick leave (full time). Discussion of analysis and sampling requirements with engineers; scheduling of analysis; result checking and reporting; troubleshooting.

- Identified the need for structured and traceable training for new employees in the Quality Department. Created a training manual and designed training records.
- Instigated changes to an analytical method which I proved by investigation was not producing accurate results for certain sample types.
- Member of the Environmental Management System (EMS) committee.

Telesales Agent: CPP, Tamworth, Staffs. Jul - Nov 2003

Selling credit card insurance and other products. Required the ability to explain the product clearly and succinctly and to form a rapport.

- Passed GISC, FSA and Data Protection Act assessments.
- Gained confidence, dramatically increased personal performance.

Customer Services: Orange, Newcastle-upon-Tyne Oct 2002 - Jul 2003

Resolving a variety of customer queries and complaints with empathy and accuracy, and reasoning with customers to reach the best solution.

- Took personal ownership of complicated queries.
- Quickly learnt the various computer applications and procedures.

Temporary Assistant Manager: Shelter Shop, Durham. Summer 2001

Also: Volunteer March 2000- Sept 2002

Sales decisions, training volunteers, serving customers, cashing up.

- Redesigned the shop layout resulting in a massive increase in sales.
- Sole responsibility for the shop keys and till when manager unavailable.

SKILLS & INTERESTS

Computing

Familiar with Word, Excel and PowerPoint. Basic ArcGIS 9.2 and MapInfo 9.5. Minitab statistical software. UNIX/Linux. Basic XHTML/php web design.

Organisation & Deadlines

Attended all lectures and met coursework deadlines. Prioritised at STL to deal with the high and often unpredictable workload, and to allow flexibility for urgent requests, without compromising accuracy.

Communication – oral and written

Consistently achieve 70%+ essays and reports. Elected a Course Representative. Assisting clients in person and over the phone. Taught English in Poland to school children.

Teamwork

Achieved 78% for a 5000 word group project, devised and planned ourselves; member of string quartet and orchestras; sharing busy workload at STL.

Memberships

Student member of Chartered Institute of Water and Environmental Management (CIWEM) and International Association of Hydrogeologists.

Interests

Snowboarding; camping; travelling; playing viola; improving French via a self-study course.

REFERENCES

Academic (personal tutor):
Dr. Jason Jordan
Department of Geography
Coventry University
Coventry
CV1 5FB
02476 888 642

Previous employer:
HR Department
STL
Torrington Avenue
Coventry
CV4 9GU
02476 421 213