

LINDSEY MORQUEM

Leamington Spa, UK | 07340583665 | lindseymorquem@gmail.com | [LinkedIn](#)

Summary

An energetic, friendly, and customer-focused professional with a strong background in fast-paced retail and student engagement environments. Proven ability to deliver outstanding customer experiences, manage busy transaction points with ease, and maintain immaculate store presentation. Possesses exceptional interpersonal skills, a positive attitude, and a natural ability to connect with people. Highly adaptable, reliable, and fully available for flexible shift patterns, including early mornings, evenings, and peak weekend periods.

Employment History

University Of Warwick | Social Sciences Student Employability Champion | March 2026 - July 2026

- Collaborated with academic staff and professional services teams to enhance employability initiatives and improve the overall student experience
- Gathered, analysed, and communicated student feedback utilising a compassionate, person-centred approach to inform improvements to programmes, services, and student support and ensuring individuals from diverse backgrounds felt heard, respected, and valued
- Represented the student voice in meetings and consultations, providing clear, professional and constructive recommendations
- Worked effectively as part of a wider team, balancing multiple perspectives and contributing to departmental projects
- Acted as a trusted intermediary between students and academic faculty, handling sensitive feedback and personal data with the utmost confidentiality

Matalan | General Sales Assistant | March 2024 - November 2025

- Thrived in a fast-paced customer-facing environment, processing high volumes of cash and card transactions accurately at busy tills, managing long queues calmly and following strict security procedures, all while maintaining a warm, positive attitude
- Contributed to maintaining strong store standards by executing sales floor recovery, stock replenishment, and visual merchandising tasks, ensuring the sales floor remained organised, visually appealing, and easy to shop
- Actively promoted current store offers and loyalty schemes, consistently meeting and exceeding individual and team KPI targets

- Successfully resolved customer complaints and queries calmly and professionally, turning potentially negative situations into positive outcomes and maintaining customer satisfaction
- Balanced shifting store priorities during peak trading hours independently under tight time constraints, including floor presentation, stock management, and face-to-face customer service, maintaining sharp attention to detail and speed of service under pressure

Volunteering

IntoUniversity | Volunteer Mentor | January 2026 - Present

- Mentor and support students through structured sessions, fostering a safe, inclusive environment that encourages academic confidence and personal development
- Act as a consistent and approachable point of contact, supporting student wellbeing and responding to concerns appropriately
- Apply safeguarding training to maintain professional boundaries and escalate issues in line with procedures

St Charles RC Church | Children's Liturgy and Reading Volunteer | Present

- Supervise and engage children in structured activities, quickly adapting tasks to suit different ages and abilities while modelling positive, friendly behaviour
- Deliver readings to large congregations with absolute clarity and poise, contributing to the smooth running and welcoming atmosphere of services.

Urban Stage | Youth Theatre Volunteer / Performer | January 2022 - September 2023

- Safely led and supervised small groups of children and teenagers, monitoring behaviour and working collaboratively with team members to keep environments safe and fun
- Maintained physical stamina, composure, and high energy levels during fast-paced rehearsals, live theatre productions, and multi-day summer camps.

Education

University of Warwick | Politics, International Studies and French | 2025 - 2029

- Active Campus Life: active in university life through societies and academic events, for example, being a part of different netball teams for multiple societies
- Equalities Officer for Francophone society: making sure all countries within the Francophone diaspora are represented within the society and its activities, creating welcoming environments for members and championing inclusivity/cultural awareness

- Volunteer Languages Ambassador: deliver workshops and presentations to pupils from diverse schools to encourage language learning and higher education, collaborating with teachers to make and deliver the sessions they want, as well as applying safeguarding training to ensure appropriate conduct when working with young people
- Netball: Active player across multiple society netball teams, demonstrating excellent physical coordination, high stamina, and a highly competitive, team-player mindset

Loreto College | 2023 - 2025

- Achieved A-Levels in French, Politics and Theology
- Delivered Pecha Kucha presentations on a range of topics in front of my peers, developing public speaking skills as well as learning how to present information concisely and in an engaging way
- Volunteer Language Ambassador: Acted as a warm brand ambassador during high-traffic Open/Taster Days, greeting families, building immediate rapport, and promoting subject pathways.

St Ambrose Barlow RC High School | 2018 - 2023

- Achieved exceptional results, including 3x Grade 9s (including French), 5x Grade 8s (including Maths and English Language), and 1x Grade 7.
- Helped organise Culture Days and Black History Month events, actively celebrating diversity and educating others within the school community

Skills

Adaptability, Cash & Card Payments, Communication, Community Engagement/Outreach, Conflict Resolution, Cross-Team Collaboration, Customer Service, Deal & Loyalty Promotion, Enhanced DBS Checked, Event Support, Independent Working, Intermediate French, Interpersonal Skills, Multitasking, Organisation, POS systems, Presentation Skills, Problem-solving, Public Speaking, Rail Presentation, Safeguarding Trained, Sales Floor Recovery, Teamwork, Till Operation, Time Management