

Contact Detailscareer@francisyeo.co.uk*(Available on Request)***Francis Yeo****Home Address***(Available on Request)***Work**

Customer Relationship Advisor, The Co-operative Bank, Bristol**Nov 2006
to
Present**

The Co-operative Bank Plc, Bristol. My current job with the co-operative bank has been my first step into a role in finance. I have sales targets on lend, PPI policies, credit cards, value added account opening and conversions, mortgage and insurance referrals, as well as general enquiries when necessary. I provide a very personal service identifying needs, using service review forms, customer notes and other aide memoirs to create and anchor a range of highly tailored hooks which I develop and reinforce over time to maximise customer trust, forming a very tight relationship. I therefore have a growing base of customers who turn only to me when they need anything. I am currently training another member of staff in this role.

Managerial Summer work, Coastways Petrol Station**Jul 2006
to
Nov 2006**

Duties included daily banking, stock ordering, processing job applications, interviewing potential candidates and submitting daily reports. Here I picked up a lot of new skills and learned to carry responsibility for making sure the correct stock was ordered, assessing employees suitability for vacancies, training staff and general managerial duties, while working to strict deadlines.

Canvassing work for D'Archy, Hudson & Taylor**Sept 2002 –
May 2003**

This was a filler job between college and university to raise some funds for a trip round Spain and to help towards university. This work supported milkmen by recruiting customers for their milk rounds. My first taste of sales!

Education

University of York, BSc**Oct 2003 –
July 2006**

- 2:1 degree with honours in Mathematics, see page 2 for breakdown by subject.

Cirencester College, Gloucestershire.**Sept 2001 –
July 2002**

- A Level Maths (A) German (A) Chemistry (C)
- AS Level Physics (B)

Wynstones Steiner School, Gloucestershire.**Sept 1997 –
July 2001**

- 7 GCSEs A*-C including Maths (A*) and English (B).
- The Steiner curriculum focuses on educating and developing all aspects of the pupil, not just the intellect. Exams are secondary but necessary, so Wynstones concentrates on a few GCSEs, ensuring the grades are A-C, leaving the broad curriculum to more than amply cover the rest of the subjects.

Other skills and interests

Computing

- Advanced Word and Excel basic HTML and PHP.
- Advanced LaTeX – A powerful typesetting system often used to typeset mathematics.
- Moderate R statistics package and basic SPSS.

Sport

- Ultimate Frisbee was my sport of choice. I became quite involved in this at school, where I often played. I also joined the team at University and played against other colleges on our campus.

References

- Contact details available on request

2003-2006 University of York BSc 2:1 Mathematics

<i>Year 1</i>		<i>Year 2</i>		<i>Year 3</i>	
Title	Mark	Module Title	Mark	Module Title	Mark
Calculus I	60	Introduction to Differential Equations and Fourier Series	92	Advanced Algebra	65
Vectors and Complex Numbers	63	Newtonian Mechanics	97	Applied Statistics	57
Foundations	44	Analytical Mechanics	62	Differential Geometry	48
Introduction to Statistical Theory 1	58	Complex Analysis	74	Electromagnetism	66
Matrices, Linear Algebra and Geometry	56	Groups and Rings	48	Introduction to Dynamical Systems	70
Calculus II	80	Introduction to Number Theory	67	Metric Spaces	83
Analysis I	60	Linear Algebra	59	Multivariate Analysis	62
Analysis II	89	Statistical Theory I	79	Quantum Mechanics	32
Micro Economics 1	65	Statistical Theory II	47	Special Relativity	50
Macro Economics 1	59	Vector Calculus I	62	Topics in Analysis	56