

Sam Haines

Lifeguard

Solihull, UK

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Skills

Water safety
First aid and CPR certified
Emergency response
Physical fitness and stamina
Health and safety protocols
Rescue techniques

Personal Profile

Dedicated and alert Lifeguard with 2 years of experience in ensuring the safety of swimmers and maintaining a secure environment. Trained in first aid, CPR, and water rescue techniques with a commitment to delivering exceptional service while staying vigilant. Seeking a position to be able to contribute to a safe, enjoyable swimming experience for guests while developing a career in leisure and fitness.

Education

A-Levels: Physical Education (A), History (B), Sociology (C), Solihull High School, Solihull, UK, 2023

10 GCSEs Grades 5–8 including Physical Education (8), Maths (5), English (6), Solihull High School, Solihull, UK, 2023

Work Experience

Lifeguard
Splash Leisure Centre, Solihull
2023 – Present

Ensure the safety of pool guests by adhering to strict monitoring and safety protocols. Work in collaboration with team members to enforce pool rules and maintain a friendly environment. Provide assistance during swimming lessons and events, offering support to instructors and swimmers. Regularly participate in team training and emergency drills to stay up to date with safety procedures.

- Enhanced customer satisfaction by 15% as measured by feedback surveys, through my proactive assistance during swimming lessons and events, improving the overall experience for both instructors and participants.
- Improved pool safety by consistently maintaining vigilance and adhering to safety protocols, which contributed to zero incidents or accidents during shifts.

Certifications

National Pool Lifeguard Qualification (NPLQ), Splash Leisure Centre, Solihull, UK, 2023

First Aid at Work, Hilltop Sports Club, Solihull, UK, 2020

CPR & AED Certificate, British Red Cross, 2022

Sports Club Assistant
Hilltop Sports Club, Solihull
2020 – 2023

Provided essential support in daily operations while ensuring a welcoming environment for members. Assisted with the organisation of events, managing bookings, and providing customer service to club members. Maintained the facilities, ensuring that equipment was in good condition and spaces are clean and ready for use.

- Assisted in improving customer satisfaction by reducing response times to member inquiries by 15% through better organisation of booking systems and more efficient communication, contributing to a smoother member experience at the sports club.

Languages

English – Native

References

Available upon request.