

Hollie Smith

Sports Therapist

✉ holliesmithst@gmail.com ☎ 07916775658

Motivated and compassionate graduate with a strong background in hands on care, teamwork and client interaction. Educated in anatomy, injury management and rehabilitation through a BSc (Hons) in Sports Therapy, with excellent transferable skills relevant to veterinary care, including patient handling, record keeping and emotional support. Calm, reliable and highly organised with a genuine passion for animal welfare.

Experience

AFC Totton

Sep 2024- May 2025

PLACEMENT SPORTS THERAPIST

- Performed sport massages and soft tissue techniques to players
- Shadowed Physio therapists in assessing and treating musculoskeletal injuries, gaining hands-on experience in injury treatment and management
- Involved in players rehabilitation plans and gave weekly treatments

Morrisons, Chelmsford

June-Sep2023

SALES ASSISTANT

- Worked across departments including bakery and checkout
- Ensured displays were stocked, rotated and food was in-date
- Greeted and assisted customers, resolving queries professionally

Currys, Chelmsford

Nov2021-Sep 2022

SALES ASSISTANT

- Matched customer needs to tech products and services Promoted add-on services like insurance and delivery Supported store operations across multiple product categories Met sales targets and kept up to date with latest product training

Starbucks Village Hotels

Oct 2023 - Present

BARISTA

- Prepared a variety of hot and cold beverages, maintaining consistency and quality
- Provided fast, friendly and personalised customer service in a busy hotel cafe
- Handled payments, opened and closed the till, and restocked supplies
- Maintained hygiene and cleanliness in line with food safety standards
- Contributed to a positive customer experience by building rapport with regulars

Odeon, Chelmsford

Nov 2019-2021

BARISTA/ CINEMAHOST

- Served as a barista in Costa and cinema host at Odeon
- Delivered excellent customer service, handled cash, prepped food and drinks
- Ensured clean and welcoming environment, managed closing procedures
- Assisted customers with enquiries and complaints in a professional manner

The Round Bush Pub, Maldon

July 2018- Jan 2019

WAITRESS

- Took orders, served meals and drinks, and ensured guest satisfaction
- Maintained cleanliness and managed payments
- Recommended menu items ~~customers~~ handled concerns

Education and Qualifications

BSc(Hons) SportTherapy-Bournemouth University 2022- 2025

Level 4 Qualified Sports Massage Therapist

Level 3 Diploma in Sport and Physical

Activity- The Boswells School 2019-2021

- Grade: D*D*D*

Qualifications

- Level 4 Sports Massage
- FirstAid Trained

Skills

- Soft Tissue Therapy
- Injury Assessment
- Rehabilitation
- Communication
- Organisation and Time Management

Interests and Achievements

- Strong interest in animal care, wellbeing and rehabilitation
- Regular gym goer and competitive netball player
- Represented Bournemouth University Volleyball team for three years
- Enjoy regular dog walking and pet-sitting