
Miss Emma Davies

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Key Skills

I am a highly organised individual, who works well under pressure with great attention to detail. I am punctual and well presented, polite and mix well in all environments. I am focussed, hard-working, and unafraid to offer solutions to any given challenge.

Additional Training and Information

- HM Customs and Excise Course
- Deloitte and Touche VAT training course
- St Johns Ambulance First aid at work qualified

Education

Newbury College	Sept 2003 – July 2004
AAT Foundation	Achieved NVQ Level 2 in Accounting
Kennet School, Thatcham	Sept 1992-June 1997
Acquired 8 GCSE's A-C, Including Maths and English	

Employment History

Dimensions – (24hrs)	Jan 2017 – Current
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Learning & Development Coordinator (24hrs)

- Putting together annual training programme
- Liaising with trainers and venues to book training and confirm details
- Booking staff onto training
- Maintaining Staff Records
- Helpdesk calls and emails
- Adhoc events, arranging venues, catering & training materials
- Regular offsite development meetings to review training programme admin
- Review and improve existing administration processes

Stanley Gibbons Limited – Temporary Contract	Jan 2016 – Dec 2016
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Customer Support Officer (27.5hrs)

- Responding to all customer enquiries
- Process Sales Orders
- Arrange product valuations
- Handling customer complaints
- Promote a positive and professional image of the organisation

Various – Temporary Contracts

Jul 2015 – Dec 2015

Meetings & Events Coordinator (25hrs)

Office Manager (32 hours)

Newbury Manor Hotel, Newbury

Jan 2014-Jul 2015

Wedding & Events Coordinator (30 hours)

- Responding to all wedding enquiries via telephone and email
- Providing additional information and quotes to potential clients following show rounds
- Creating and issuing wedding contracts
- Creating and maintaining function sheets
- Ensuring all enquiries from existing clients are dealt with in a timely manner
- Holding final details meetings, including upselling new products and other services offered via external suppliers
- Event management when required
- Posting function invoices and processing payments
- Adhoc reception duties and general administration to support the team
- Planning and holding 6 monthly wedding fayres including booking suppliers, advertising & event management
- Updating and maintaining all wedding literature including the wedding brochure

Sovereign Housing Association, Newbury

Nov 2011-Jan 2014

Finance Administrator – Rent Reconciliation (25 hours)

- Extract transactions posted by customer accounts team, and create daily cash recs
- Reconcile rent data extracted to general ledger
- Create and post daily journals
- Create and post month end journals
- Reporting on and providing analysis of Rent to GL to management within month end deadlines
- Adhoc duties within Customer Accounts Team

Gamma Telecommunications (full time)

May 2008-Nov 2011

Group Purchase Ledger Administrator/Temporary Manager

- Dealing with and resolving supplier queries
- Matching purchase invoices to purchase orders
- Numbering and controlling purchase order requests
- Coding and posting invoices to the purchase ledger
- Posting and spot checking employee expense claims
- Management of Purchase Ledger Clerk
- Management of large supplier accounts
- Reconciliation of rent accounts
- Responsibility for reducing aged credit balances and ensuring the ledger is closely monitored
- Rejecting/querying employees expenses
- Weekly and ad-hoc BACS payments