

EMMA FLEETWOOD

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Nationality: Irish
Languages: English (native); Spanish (advanced)

BACKGROUND

After graduating from university with a degree in languages I worked in a variety of secretarial, reception and administrative positions. I am highly computer proficient and have a copy-typing speed of 65 wpm. I have excellent organisational skills and experience in diary management, accounting, travel planning and records management. I am also a professional cook and have been working in various chef roles for the last six years.

SKILLS

Document preparation

- Copy-typing (65 wpm)
- Audio-typing (Dictaphone)
- Confidential letters, medical reports and documents
- Microsoft Office (Word, Excel, Powerpoint)

Reception and Front Desk

- Greeting clients arriving to the office
- Dealing with client and patient queries in a friendly and courteous manner
- Managing meeting room schedule
- Maintaining a well-presented appearance

Records Management

- Maintaining and updating manual and electronic filing systems
- Maintaining and updating client databases

General Administration Duties

- Ordering of stationery and office/clinic supplies
- Photocopying
- Binding documents

Telephone and Switchboards

- Answering, screening, forwarding and making phone calls
- Confident and pleasant telephone manner

Diary Management

- Scheduling internal and external meetings
- Organising conference calls
- Organising flights, hotels, taxis and other travel arrangements for department staff

Communications

Organising and distributing incoming and outgoing communications, including:

- post
- fax
- email (Outlook)
- couriered packages

Computer Programs

Experience with:

- SAP
- GP Clinico
- Blackboard

WORK EXPERIENCE

<i>May 2017 (one-month temporary assignment)</i>	Accounts Assistant - Health Research Board, Grattan House, Mount Street, Dublin 2 Provided support to the accounts department associated with purchase ledger. Duties included: <ul style="list-style-type: none">• Updating accounts payable reconciliations• Logging and scanning invoices and statements• Setting up accounts payable records, banking records and processing payments
<i>June - November 2015; May - June 2016</i>	Module Administrator - UCD School of Medicine, St Vincent's Hospital, Dublin 4 Provided administrative support in the Education and Research Centre. Duties included: <ul style="list-style-type: none">• Auditing the surgical tutorial system to identify problems with scheduling and to increase attendance of both students, consultant tutors and surgical tutors• Preparing rotations, schedules and timetables for 250 students• Receiving new students and inducting them (informing them of timetables, rules and orientating them in the hospital)
<i>May - June 2016</i>	<u>Temporary Agency Office Assignments - Southside Personnel/ Orange Recruitment</u> Murnane & Associates Accountants, Monkstown; HSOC Financial Advisors and Business Consultants, Dun Laoghaire; Jennifer Murphy Opticians, Blackrock Provided reception cover and administrative support in all locations.

<i>December 2007</i>	Temporary Agency Office Assignments - Ann O'Brien Office Specialists DHKN Accountants, Dundrum; Campus Oil, Sandyford Industrial Estate Provided reception cover in both locations. Managed front desk and switchboard, distributed incoming correspondence, managed diaries and meeting room schedules.
<i>January - July 2005</i>	Secretary - Ernst & Young Financial Services Department, Dublin 2 Provided secretarial support to two partners and two departments in Financial Services.
<i>November 2002 - May 2003; December 2003 - June 2004</i>	Secretary - John A. O'Brien & Associates (Patent Agents and Intellectual Property Attorneys), Blackrock Provided secretarial support to four patent attorneys and one accountant.
<i>June 1995 - January 2007 (part-time)</i>	Secretary - Carysfort Clinic, Blackrock Provided secretarial support for 7+ medical staff in a busy clinic

OTHER WORK EXPERIENCE

<i>May 2018 - present</i>	Freelance Chef I have worked for private and corporate clients in Dublin. I have also worked as a chef in ski chalets and at yoga retreats in various locations.
<i>May 2017 - present</i>	Cookery Tutor - Dublin Cookery School, Blackrock I am currently involved with the various evening and weekend courses at the cookery school, setting up the ingredients for each class of 24 students and teaching them in the on-site kitchen.
<i>December 2015 - December 2016</i>	Volunteer Coordinator - Misión Mexico Children's Home, Tapachula, Mexico Managed a team of volunteers providing care of 40 children from the ages of 18 months to 21 years. Duties included recruitment, training, supervision, budget management and liaising with directors
<i>Oct 2012 - Oct 2013</i>	Baker - Café Aunt Benny, Berlin Responsible for producing all sweet goods and savoury bar snacks
<i>July 2011 - Aug 2012</i>	Chef - East London Restaurant, Berlin Cooked full-time in a busy Modern British restaurant serving updated versions of classic dishes
<i>Nov 2006 – Dec 2009</i>	Personal Chef - Bon Bia Personal Chef Services, Dublin Owner/operator of a personal chef service. Services included: filling clients' freezers with home-cooked meals prepared to clients' requirements; catering; cookery lessons (group and private)

OTHER SKILLS/EDUCATION

- Ballymaloe Cookery School - Jan-April 2006 - Highly Commended
- Ballymaloe Cookery School Wine Examination - 96%
- Ballymaloe Food Hygiene & HACCP Course
- STCW95 Yacht Safety Course
- Full clean Irish driving licence
- BA Spanish and Italian from University College Dublin
- Leaving Certificate 1999: 1 B1, 6 B2s, including Business Organisation (all honours); 485 points

REFERENCES

Available on request.