**Lesley Britton** | Administration, Sales & Finance

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**Personal Profile**

I am a highly experienced front-of-house receptionist and salesperson, insurance underwriter and client intermediary. I began the bulk of my career as an insurance underwriter at Guardian Royale Exchange, spanning twenty years. Beyond this, focusing on the upbringing of my child, I moved to retail – acting as a highly achieving sales assistant in House of Fraser for Fenn Wright Manson and Planet. This was further expanded to James Lakeland at a later date. Here, I specialised in womenswear. Before most recently caring for my mother full-time, I acted front-of-house as a receptionist and administration intermediary at Speirsbridge Business Park. Throughout all, I’ve taken great pride in my work and I’ve remained loyal, trustworthy member of every team I’ve acted as part of.

**Career Summary**

**Speirsbridge Business Park: Administrator & Receptionist {Aug 2011 – Jul 2016}**

My role as receptionist at Speirsbridge Business Park was utilised to ensure smooth operations throughout day to day interactions between the array of businesses based in the building. I managed the switchboard, fielded calls for tenants, managed appointments and movement, greeted visitors to the centre, managed incoming mail. In addition to these more general tasks, I was also in charge of managing timetabling and conferencing for the business park, while providing a virtual office of interlinking telecommunication traffic. I also interacted with and handled potential new clients and assisted with the logistics of new occupants. This opportunity demonstrated, to a great degree, my ability to be well-presented, welcoming and able to manage myself and others in a busy and variable environment and workload, while remaining calm, collected and professional.

**James Lakeland: Assistant Manager {Feb 2010 – Aug 2011}**

At the start of 2010, I was headhunted by my line manager at that time – at James Lakeland – in seek of acceptance to take on the role of assistant manager. This role involved the line management of a select group of employees, creating and amending staff rotas and timetables for store operations, operating as an intermediary between the store and external contacts such as supplier and other retailers. This was all completed within the context of more traditional shop floor activities such as meeting my own personal sales and non-sales targets, assisting customers and merchandising throughout the store.

**Fenn Wright Manson & Planet (HoF): Sales Assistant {Dec 2004 – Feb 2010}**

Upon taking a gap from 2000 after the birth of my child, I decided to take on a more suited role to my situation at the time, and desire to care for my new baby boy. As a sales assistant at Fenn Wright Manson and Planet I took exceptional pride in in my assistance in helping customers find what they were looking for. On many occasions I received gestures of thanks such as letters and gifts from customers in return to my customer service. I have always been thrilled and excited by fashion and enjoyed taking this skill to customers. It gave me great satisfaction making customers genuinely happy through something we have a mutual love of. This of course, led to outstanding attainment of targets.

**Guardian Royal Exchange: Senior Insurance Underwriter {Jun 1980 – Mar 2000}**

The twenty years I spend in finance and insurance aided greatly in shaping me into the well-composed, dedicated worker I am today. I thoroughly enjoyed and gained great knowledge in this part of my career at Guardian Royal Exchange – achieving my ACII in 1989. My time at GRE brought me great time and resource management skills, staff-client loyalty and developed my ability to undertake an extremely diverse, demanding and, at times, gruelling workload.

**Education**

**Highers**: BB {May 1980}

**O-Levels**: AAABBBB {May 1979}