

Keely Hill

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Personal Details

Eligible to work in the UK: Yes

Work Experience

Payroll and Billing Administrator

Mint People - Warrington

September 2022 to Present

I currently work for Mint People, which is a recruitment company for hospitality and events.

My role within the business is a Payroll and Billing Administrator.

My duties are as followed:

- Checking timesheets are signed, dated and match the system.
- General payroll data entry, inputting times, pay rates and charge rates and making sure everything that has been inputted is correct.
- Pay queries - answering any queries that temporary workers may have.
- Processing new starters and leavers.
- Using sage to raise invoices for client costings.
- Chasing PO numbers and making sure that they match.
- Sending out invoices to clients and dealing with any queries they may have.
- Assisting consultants with any help that they need.
- Dealing with every day emails from temporary workers or clients.
- Telephone calls.

Accounts Clerk

Motion Finance - Warrington

May 2018 to September 2022

I worked for Motion Finance, which is a finance brokerage. My role within the business was a accounts clerk.

Duties include:

- Reconciliation of the bank.
- Working on Sage Accounts.
- Making sure accurate payments are paid to the correct dealerships.
- Last point of call before payment is made to dealership - checking everyone's work throughout the business to make sure that invoices and finance agreements match.
- Dealing with unwinds - sending money back to lenders, chasing dealerships for funds to be returned.
- Payment queries.
- Telephone calls - Taking calls from account managers, dealerships and customers.

Payroll Administrator

The Best Connection Group Ltd - Warrington

July 2016 to April 2018

Duties include:

- Payroll - General payroll data entry, inputting times, pay rates and charge rates and making sure everything that has been inputted is correct.
- Pay queries
- Processing new starters and leavers
- Disputed - chasing clients for outstanding invoices, dealing with clients who have queries.
- Timesheet collection - Making sure all timesheets are sent and are collected on time ready to be inputted onto the system.
- Costings/invoices for clients - Providing the clients with their weekly costings/invoices.
- General administration duties for the company, for example - Making application packs up, filing, scanning, e-mails.
- Assisting consultants with any help they need for example - Plan updates, printing, scanning paperwork.
- Reception - Front of house, meeting and greeting customers and temporary workers, dealing with any queries that the public have.
- Phone calls - Taking every day phone calls from clients and temporary workers.

Customer Service Administrator

Total Digital Stores - Knutsford

April 2015 to July 2016

Responsibilities

- E-commerce (eBay, Amazon, Rakuten and Magento)
- Dealing with general day to day e-mails from customers
- Telephone calls - General questions about product, complaints, technical advice, how to return items, taking payment over the phone.
- Processing sales orders
- Returns and refunds/replacements - Refunding or replacing returned items.
- Ordering in replenishment of office stationary
- Complaints - Dealing with angry customers who aren't happy with their order.
- Processing TNT Labels - Entering addresses, making sure the details are correct (Weight, quantity, correct address)
- Processing Royal Mail tracked labels - Entering addresses, making sure the details are correct. (Weight, quantity, correct address)
- Payments (e-Cheques, card payment, PayPal payment)
- Cancellations - Cancelling customers orders if they order the wrong item etc.
- Faulty items - making sure that they are labelled with faults and sending them back to the supplier.
- Stock take.
- Processing VAT invoices.

Sales Assistant

Evans Arcadia - Warrington

November 2013 to November 2014

- Cleaning duties - Making the store look respectful at all times.
- Standards - Finger spacing clothing, sizing cubes, clothing made sure it looked neat.
- Replenishment - Making sure all sizes of clothing were out.

- Delivery - Checking off we had the right stock. Hanging clothing, size cubing clothing, security tagging clothing.
- Placing new lines of clothing on the floor.
- Visual merchandising - Dressing mannequins with the latest trend.
- Researching the latest fashion.
- Bra measurements.
- Identifying different shapes of customers - Apple, Pear, Busty and Hourglass.
- Giving advice to customers about what suits their shape.
- Till duties - Using the till, making sure the right amount of money was given and the right amount of change was given.
- Measuring customers shoe size.
- Making sure customers needs were met.
- Dealing with unsatisfied customers and complaints.

Data Entry Clerk

Kelly Services HP. - Warrington

November 2012 to June 2013

- Data entry duties - Amount, sort code, account number.
- Administration duties.
- Entering numbers at a fast speed.
- Making sure all numbers were accurate.
- RBS, NatWest.
- Putting all cheques in a file and sending them off to banks.
- 1st day of cheque process.
- Keeping up to speed.

Work Experience - Teaching Assistant.

St Peters Primary School. - Warrington

October 2012 to December 2012

I was placed with a year two class and attended to work here regularly on a Monday from October to around Christmas time.

From all the schools I have worked within, I have gained a different range of skills which are listed below and there are also responsibilities that I had to follow while working in all the schools.

The responsibilities that were included within the schools :

- Clerical duties.
- Taking small groups of children for activities such as reading, painting, singing.
- Helping the children with their work.

The skills I used and learned :

- Gained confidence.
- Taking responsibility.
- Being reliable.

I particularly enjoyed interacting with young children and being part of a successful team.

Waitress

Baffitos Italian Restaurant. - Warrington

June 2012 to September 2012

The responsibilities that were included :

- Taking peoples orders.
- Checking the customers were satisfied.
- Cleaning and setting tables.
- Taking food to the customers.

Skills that were used and learned :

- Communication skills.
- Working within a team and independently.
- Taking responsibility.
- Gained confidence.

Waitress

Sporting Lodge Inns. The Greyhound Hotel. - Leigh
October 2010 to March 2011

The responsibilities that were included :

- Taking peoples orders.
- Checking the customers were satisfied.
- Cleaning and setting tables.
- Taking food to the customers.

Skills that were used and learned :

- Communication skills.
- Working within a team and independently.
- Taking responsibility.
- Gained confidence.

Work Experience - Teaching Assistant.

Woolston Church of England Primary School. - Warrington
2011 to 2011

I also worked within this primary school for two weeks. I worked with a reception class and I had a great experience working here with all the children. I gained a lot of confidence while working here.

Work Experience - Teaching Assistant

St Banabas Primary School - Warrington
2010 to 2010

I worked in St Banabas Primary School for two weeks for my work experience while in school. While working within the school, I thoroughly enjoyed working with the children and helping them with class work. When working within the primary school, I worked with two different ages, one week I worked with younger pupils who were in reception class and another week, I worked with a year two class. I did activities with the children for example playing, helping, reading, singing.

Education

Level 2 Business and Admin

Matrix

October 2016 to October 2017

Level 1 ICT

Matrix

October 2016 to October 2017

Level 3 Health and Social Care Extended Diploma

Warrington Collegiate College. - Warrington

2011 to 2013

Woolston Community High School - Warrington

2006 to 2011

Skills

- Full UK Driving License