**Curriculum Vitae for Marsha Burnett**

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**Personal Statement**

I am a highly organised proactive individual who co-operates well in a team. I have worked in a fast paced environment which enabled me to perform well under pressure,cope with various tasks at the same time and meet tight deadlines. I am an experienced user of Microsoft Word,Outlook and Powerpoint. I have also worked as an English tutor at various language academies in Valencia, Spain and taught a number of students privately.

**Employment**

**HMRC Birmingham Inland Border Facility**

**Administration officer**

**December 2020 - September 2021**

I work as part of a team gathering information from customers requiring transit documents. I input customer details into the system accurately and promptly and update information onto a monthly spreadsheet. I take the customers documents to Border Force who authorise the transit movement and return them promptly to the customer after they have been dealt with. I quickly resolve issues and queries or escalate to a line manager.

**Interland Language Academy, Valencia,Spain**

**English Teacher**

**September 2018 - April 2020**

I taught English to teenagers and children in small groups and individually. I also taught extracurricular English classes at a school during the lunch period. I completed student reports and prepared and corrected English tests. I supported each student with their individual needs and learning requirements. I focused on pronunciation, grammar, sentence structure, verb tense and vocabulary using a range of activities and resources to aid their development. I also prepared students for Cambridge English exams.

**The English Studio Academy, Valencia, Spain**

**English Teacher**

**September 2017 - June 2018**

As previously

**Interland Language Academy, Valencia,Spain**

**English Teacher**

**September 2015 – June 2017**

I taught English to adults, teenagers and children in small groups and individually.

I supported each student with their individual needs and learning requirements. I focused on pronunciation, grammar, sentence structure, verb tense and vocabulary using a range of activities and resources to aid their development. I also prepared students for Cambridge English exams.

**Valencia, Spain**

**English Tutor**

**October 2011 - June 2015**

I taught adults and children as a self employed English tutor focusing on speaking, listening, reading and writing skills.

**University of Wolverhampton, UK**

**Administration Assistant**

**November 2010 - October 2011/**

**November 2007 - August 2009**

I was the first point of contact for clients and partners of the centre for languages and I responded to their queries by telephone and email in a professional manner. I organised language exams for schools and colleges, liaising with teachers and examiners to provide suitable dates for each exam. I processed and dispatched all the relevant paperwork for each exam to the appropriate institution. I distributed awarding certificates to all the students who had passed the exams. I was also responsible for order processing and dispatch of resources, taking minutes at team meetings, diary management, typing correspondence and documents,booking meeting rooms and refreshments, CRM management, photocopying, sending and collecting faxes and managing filing systems.

**Birmingham Midshires, Pendeford,UK - Collections/Mortgage Processing**

**Temporary Administrative Assistant**

**January 2010 – November 2010**

* Sorting, tracking and dispatch of incoming post
* Cash handling
* Responding to email requests
* Reviewing and updating spreadsheets and task processes
* Ordering paying in books
* Fiching documents
* Updating customer accounts
* Monthly cash reconciliation

**Avis Rent a Car, Wolverhampton, UK**

**Rental Sales Agent**

**August 1999 – November 2007**

My main responsibilities were welcoming customers at the sales desk and processing car and van rental agreements, selling rates and insurance products and taking reservations from customers and corporate clients in accordance with company SLA's. I also organised car rental deliveries and collections, completed incident report forms, monitored car rental activity reports, and valeted cars during busy periods. I supervised 5 drivers, training them on Avis procedures and customer service. I was also responsible for ordering stationery and uniforms. During 2005 - 2006 due to staff shortage I managed the Wolverhampton branch unsupervised. I also received two Spirit of Avis Awards for good customer service.

**Beatties Department Store, Wolverhampton, UK**

**Sales Assistant**

**August 1992 – August 1999**

I completed a retail training programme and gained experience in customer service and selling skills. I was employed as a sales assistant and later promoted to senior sales. My responsibilities included serving customers, placing orders, stockcounts, branch transfers, stock replenishment, stocktaking, staff training, cashing up and authorising refunds and exchanges.

**Education**

**Aldersley Secondary School**

**Codsall, UK**

**1986 - 1992**

GCSE

English language

English literature

Maths

Music

Science

Spanish

Commerce

**Wolverhampton College, UK**

**2004 - 2006**

OCR level 2 Word processing and Text production - Distinction

**2006 - 2007**

NVQ level 2 Business and Administration Certificate

**2009**

NOCN level 1 award in Spanish language skills Certificate

**UK-TEFL Training**

**2009**

20 hour Intensive TEFL training course

**I-to-I Training**

**2011**

80 hour online TEFL training course

**References**

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HMRC

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