Mashkoor  
  
Address: wembley London  
Email: **mashkoor@citiguardsecurity.com**

**PERSONAL STATEMENT**Efficient, organised Administrator with over 15 years’ experience and a record of working to very high standards. Proven literacy and numeracy skills – proficient user of MS Office, with a typing speed of 75 WPM. Holds an extensive list of certificates and a positive attitude to professional development. Excels in collaboration; possesses a proven record of inspiring others in different environments. Manages diaries, meetings and events effectively, and is able to resolve difficult customer and admin situations. Seeking a challenging PA or Executive Assistant role in a large company in order to develop and gain further skills  
  
**EMPLOYMENT HISTORY**  
  
**citiguard Security (**06/2012 – Present) London  
  
**Accounts Administrator**  
1. Created reports and dashboard generation  
2. Conducted general Excel admin work, as well as pricing matrices to match unpriced tickets  
3. Processed BACS and TT payments for customer accounts  
4. Covered reception where required  
  
**Lincoln College (**10/2010 – 05/2012**)** London  
  
**Returns Administrator**

* Input returns onto system
* Responded to in-house and customer queries
* Processed orders (including internal) in a variety of areas such as export, Salesforce, web, EDI, faxes and calls
* Met daily KPIs
* Managed error database and recorded outcomes
* Handled promotional orders including conducting sales admin
* Supported other departments as required

**PROFESSIONAL DEVELOPMENT**

* OCR Level 2 NVQ: Customer Service
* Apprenticeship: Business Administration
* Key Skills: Application of Number L1, Communication L2, Information Technology L2
* City and Guilds: Word Processing, Maths and English
* Certificate in Administration, Technical Certificate (Business, Organisations and People)

**ADDITIONAL SKILLS**

**Software:**

Proficient in MS Word, Excel, PowerPoint, Access and Outlook, and internal systems such as IFS and Salesforce

**INTERESTS**

Skiing, travelling, keeping fit and learning new skills

**REFERENCES ON REQUEST**