

***Mrs Kate Anne Allen - White***  
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***Coseley Bilston***  
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#### **PROFILE:**

A self-motivated, loyal, hardworking and creative individual with a wide range of knowledge and experience (15 Years) with high organisational skills. Combines a professional and confident approach with excellent interpersonal and liaison skills. Able to communicate concisely at all levels. Capable of working well both independently and as part of a productive team, demonstrating the motivation and problem-solving abilities required to meet demanding deadlines. Has a proven ability to prioritise workload, whilst being articulate and proactive. Proven leadership and logistical abilities, including the arrangement of drivers' work schedule, route planning and motivating other staff to achieve company objectives. Dedicated to maintaining high quality standards and superb Customer Service.

#### **MAJOR ACHIEVEMENTS:**

- Re-organising and re-structuring of staff working rota's to improve time efficiency, better working conditions and cost effectiveness.
- Devising new measures for continual improvement within various departments.
- Putting Procedures in place to improve customer's Relations and Services
- Updating procedures to make them user friendly, time efficient and robust.

#### **EXPERIENCE:**

##### **07/05/2019 - Present Barnshaws Section Benders, Coseley. Purchasing Administrator.**

- Gen Administration & PA Duties to Director's
- Taking calls, Liaising with suppliers
- Gaining quotation's
- Stock taking and Replenishment
- Raising Purchase orders, invoices etc.
- Dealing with customer and supplier discrepancies.
- Managing drivers Taco Master software
- Attending supplier meetings and taking Minutes.

##### **12/03/19 - 26/04/2019 Bromford Housing Group Contract Co-ordinator (Temporary Contract - Maternity Cover)**

- Cleansing Assets and ensuring they are up to date.
- making calls to customers organising Annual fuel Safety checks and ensuring it is complete within a month of the next cyclical date.
- No Access calls - completing no access calls, ensuring the information is up to date on the system in relation to the contractor access to the property and following the company policy's and processes.
- Contractor communication - booking fuel safety checks direct with the contractor and relaying the information to the customer.
- Scanning in certificates on to the system in time for the Documotive upload.
- Ensuring Certs are fully compliant from the contractor and if not questioning the contractor.
- General Admin Duties.

**12/15 – 12/18 Ansaldo Nuclear (Formally Nuclear Engineering Services LTD)  
Project Administrator, Document Controller & Vetting Officer.**

- Answering calls and taking messages for the Dept
- Recording incoming and Outgoing documentation in line with company procedures including design review packs, drawings, specifications, TQs, concessions, Early Warning Notifications (EWN), Project Schedules etc for multiple contracts.
- Completing print room requests Scanning and Distribution of Documentation to relevant stakeholders
- Production of document transmittal forms (DTF)
- Update all Document control Register's, Incoming and Outgoing correspondence, technical queries, customer document registers etc.
- Data Entry into existing electronic database systems ensuring accuracy at all times.
- Uploading documents and Drawings to the company's SharePoint Hub and Vault System and customers V Project system.
- Abiding by and working to the customers and the company's security clarification of protectively marked information.
- Ensuring the company as whole (Employee's, Customers and Suppliers) strictly abide to all Security restrictions (List X Facility).
- Completing company Employee UKVS SC Clearances, Transfers and renewals.
- General Office Duties. Typing letters, photocopying, making drinks for meetings etc

**02/10 – 12/15 Ansaldo Nuclear (Formally Nuclear Engineering Services LTD)  
Bid Support & Spares Administrator**

- Answering calls and taking messages for the Dept
- Answering Sales Enquires which are sent through company website
- Meeting and Greeting customers.
- Major Event organising, Exhibitions, Dinners Conferences, etc
- Producing Invitations and guest information for major events. Keeping the team events Calendar up to date on a daily basis
- Updating CRM, inputting new sales opportunities adding quotes, Customer & Account Information and ensuring it is up to date.
- Inputting all new enquires/ ITT (Information to Tender) on to system and logging in all drawings and product specifications for Tendering Dept. Either by hard copy's direct from the customer or downloading them through their portal.
- Abiding by and working to the customers and the company's security clarification of protectively marked information.
- Keeping all information for the tendering library up to date i.e. Insurance Certs & H&S Statistics, etc
- Prepares and administers information on to the company's proposal software Easy PQQ. Maintains the bid collateral and communicates with the company's other departments to ensure all information is it up to date and relevant.
- Occasionally inputting general company information into the Proposal, using the company collateral library as per the customer request within the EOI, PQQ & ITT.
- Organising Bid team review meetings for the Bid Manager and sending out requests to the relevant team players.
- Putting/ printing the final revision of the Bid Proposal and ensuring it is in the correct format as described by the customer within the ITT.
- Organising couriers etc to ensure that the bid submission hits the correct destination and time stated within the ITT and on occasion, Sending it through the customers portal.

- Managing incoming Spares enquiries.
- Assisting the Dept's Estimator & Procurement Department in putting together quotes for enquiries, and getting in touch with the client regarding the quote.
- On occasion gaining quotes from the supply chain and putting estimate together with just seeking approval from the Estimator and other departmental heads.
- Communication the customers enquires with the relevant Departments as per the RFQ.
- Following through with any discrepancies that the customer may have with a quotation or order.
- Keeping the company Achilles general information up to date.
- Ensuring all enquires are answered quickly & efficiently.
- Organising meetings and room bookings for the department as a whole.
- Assisting the company Marketing Officer with sourcing the company's promotional items for Exhibitions & visiting clients and liaising with Marketing Suppliers.
- Also assisting the Marketing Manager with keeping within the company Sales budget.
- Taking Photos of equipment for promotional literature.
- Booking hotels, hiring cars for the company and arranging train tickets and flights arrangements
- Booking in company cars for repairs & services
- Business Winning Department Employee Forum Representative & Fire Warden
- General Office Duties. Typing letters, photocopying, making drinks for meetings etc

### **11/09 – 02/10 Northern Gas Heating UK Ltd, Sales Administrator**

- Answering call & answering queries
- Taking messages.
- Put Internet marketing leads on the OMS for the planning department. Taking and chasing outstanding balances
- Taking card payments.
- Faxing & Emailing Completing & Sending Warm front Invoices. General Office Duties. Typing letters, photocopying, etc

### **05/09 –12/09 Ladbrokes Monmore Green Stadium, Commercial Assistant**

- Answering calls, taking bookings, answering enquiries.
- Taking payments over the telephone & in person.
- Meeting and Greeting customers.
- Taking messages, Tannoy Announcements.
- Keeping customer satisfaction and keeping it to a high standard. Taking part in organising Charity Events.
- Postal Duties, Chasing payments.
- General Office Duties. Typing letters, photocopying, etc

**01/06 – 04/09 Derek Evans & Partners, Office/Scanning Administrator**

- Scanning/Archiving, making sure that all completed projects are sorted scanned and labelled up onto computer and then copied onto a disc. Accuracy is very important as confidential information is being dealt with/scanned.
- Other general office duties, include filing, binding, photocopying, typing (e.g. letters, site minutes and other documents), comping and detailed checking of all information is completed.
- Answering telephones, taking messages, sending and receiving of emails and faxes.
- Greeting clients, preparing for on site meetings
- Postal duties - completion of all incoming/outgoing post and taking post to Post office, etc)

**03/04 – 12/05 Able Skip Hire, Office/Logistics Administrator**

- Arranging, organising and planning drivers' routes on a daily basis.
- Receiving and placing orders by telephone and fax (brokerage)
- Organising highway permits with local Councils
- Arranging necessary appointments/meetings for Company Directors
- Sorting and rectifying customer invoice queries, where necessary
- Faxing documents to Accounts department
- Efficiently solving any problems/queries that may occur
- Cold-calling for new customers, as and when required
- Regular liaison with Environment agency, for site checks
- Booking Company vehicles for service and repairs

**08/02 - 03/04 Multi Clean UK Ltd, Cleaning Site Supervisor/Manager**

- Organising and Supervising of 11 Full and Part-time staff
- Following of Health & Safety and Hazardous Substances protocol
- Driving and operating "Karcher" shop floor cleaning machinery and maintenance of all cleaning machinery used.
- Interviewing of new cleaning staff, as and when required/needed
- Re-organisation of staff rota's to cover absence and holiday, where necessary
- 24-hour regular call-out duty on a regular basis.
- Regular cleaning and polishing of factory floor gangways for visitors.
- Completion of staff budget spreadsheets on a fortnightly basis
- Ordering cleaning equipment/materials, whilst staying within budget restrictions

07/01 – 08/02 Longford Fish Bar, Counter Assistant

08/99 – 07/01 Border Collie Great Britain Trust, Kennel Maid

09/98 - 03/99 Cannock Chase Cricket & Hockey Club, Kitchen Hand

**COMPUTER SYSTEMS/SOFTWARE PACKAGES USED:**

Microsoft Word	Adobe PDF Editor
Microsoft Excel	Easy PQQ
Microsoft Outlook (E-Mail)	Microsoft CRM 9.0 (Customer Relationship Management Software)
Microsoft Publisher	SharePoint
Microsoft PowerPoint	Vault
Adobe Writer 9.0	VProject
Paint.net	Progress Software
OMS (order management system)	

**QUALIFICATIONS/EDUCATION:**

09/94 – 05/99 Cardinal Griffin Roman Catholic School, 11 GCSE's:

English Literature: Foundation B (D) English Higher (D) Mathematics Syllabus A: Intermediate (E)  
Geography Syllabus B (Avery Hill): Foundation (D) NEAB German Coursework Option A (D) Design  
and Technology: Textiles Technology: Tier F (D) Information Technology: Foundation (E) Religious  
Studies B: P1C & P2B (E) Science: DBL Award (Modular): Foundation (E)

**FURTHER EDUCATION:**

NVQ Level 2 Beauty Therapy  
Working towards Business & Administration Level 2

**PERSONAL DETAILS:**

Date of Birth: 14/07/1984  
Marital Status: Married  
Children: 3 Son's  
Driving Licence: Full Clean (UK)