

Connie-Rose Powell

Address

71 The Green, Shustoke, Birmingham, B46

Phone

07545675949

Email

Conniepowell@hotmail.co.uk

Skills

1. Level 2 Customer Service (Advanced)
2. Level 3 (and 2) Diploma Business Administration
3. Full Clean UK Driving License
4. Fire Marshall certificate
5. First Aider (level 3) + defib trained
6. Fully Conversant with Microsoft Dynamics CRM
7. Highly IT Minded
8. Auditing of Quality Management Systems
9. Fully conversant with Microsoft office (including MS Project)
10. Excellent communicator
11. Day to day office management
12. Ability to create sound professional relationships
13. Managing of small teams
14. Fully Conversant with ISO 19001 and ISO 17065

Summary

I am an experienced office administrator with a demonstrated history of office management. Highly proficient on all Microsoft Office including MS Project and Dynamics CRM.

I have worked in Certification and construction industries and I am now looking for a new challenge.

I am not your standard administrator. I have history in the implementation of ISO Standards as well as creation and auditing of Quality management systems.

Employment

Kantor Energy Ltd – July 2018 to present

- Running of the office functions in the Midlands based sites which includes (but isn't limited to)
- Arranging travel and accommodation (including international travel) for directors and staff
- Maintaining company policies and procedures and ensuring these are kept to on the midlands sites
- Creating and presenting site inductions to subcontractors
- Liaising with external contractors to ensure smooth running of the site office(s)
- Creating and maintaining of office systems including electronic / paper records.
- Assisting with the monitoring of site traffic and Health and safety on site
- Creating trackers on various areas of the project (in relation to office management)
- Credit card reconciliations
- Greeting all visitors to the site
- Document control (with NEWFORMA software)

Spitfire Bespoke Homes Ltd –Land and Technical Administrator**October 2016 – Present**

- Monitor and prepare site update reports off the Dochoosing system
- Creating and maintaining Pre-Construction Programmes on Microsoft project
- RFI Sheets
- Architects design risk assessments
- Architects design schedules
- Answering incoming telephone calls
- Devising and maintaining office systems
- Liaising with staff in other departments and with external contacts
- Liaising with colleagues and external contacts to book travel and accommodation
- Maintaining recording systems for technical and Land departments;
- Chasing external consultants for items requested by NHBC
- Monitoring and creation of NHBC trackers
- Administration duties also included

APHC Ltd- Senior Certification Coordinator**2013-October 2016**

- Ensuring issues relating to certification services are managed and resolved in a swift manner.
- The auditing of certification activities
- Micro managing low performers in my area
- Assessor training to QMS standard for UKAS Approval
- UKAS Accreditation maintenance
- Evaluation of quality management systems sent in to support Certification applications
- Managing any breaches or impropriety that could affect the impartiality of the certification body
- Creation on new IT Based software for the company.
- Updating and maintaining the companies Quality management system
- Maintenance on the CRM Database and being the main customizer
- Ensuring all IT Systems run smoothly – Website/members portal/ Company CRM Database
- Evaluating documents requested from members to show competency
- Updating and managing several diaries for external parties
- Multi data analysis – and gathering information from several places
- Maintaining a filing system that is easy to use and train members of staff on use.
- Keeping training bookings in order and supplying relevant course materials
- Taking, recording and resolving complaints sent in from the public/members
- Reception duties- face to face with members
- Working on team tasks
- Managing three email boxes and ensuring emails are directed to the relevant colleagues

<u>AGA Print Finishing - General Administrator</u>	<u>April 2012 – Nov 2012</u>
<u>Solihull Community Housing (FJF)-Trainee Administrator</u>	<u>Oct 2010 - April 2011</u>
<u>Hampton Manor Hotel- Hospitality All-Rounder</u>	<u>July 2009 – Jan 2010</u>

Education

Level 3 Diploma in Business Administration	<u>2016-2018</u>
NVQ 2 Customer Service (Advanced Apprenticeship)	<u>2016</u>
NVQ Level 2 Business Administration	<u>2010-2011</u>
NVQ Level 2 health and Safety in the workplace	<u>2010-2011</u>

<u>Archbishop Ilseley RC Technology college</u>	<u>2008</u>
ICT	BBB (Diploma)
English	C
Maths	C
Art textiles	C

References available on request only