

# Ann Ward

## **Administrator - Wellman Thermal Services Limited Newfield Road**

Oldbury

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07775658325

Co ordinate engineers arrange hotels speak to customers and suppliers cover reception deal with in coming and outgoing mail order stationery punctual get on well with work colleagues

## Work Experience

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### **Compliance Assistant**

Interserve FM - West Bromwich

June 2017 to Present

Chasing sub contracts for updates on quotes, eta of work to be carried out, raising quotes, raising purchase requisition forms and purchase orders, completing jobs and attaching reports updating excel spreadsheet

### **Order Processor**

HVC Supplies (Stourbridge) Ltd - Stourbridge

November 2016 to June 2017

Worked in sales taking telephone calls and quoting directed calls to different departments  
Then started working in the processing department printing orders and faxes processing orders taking telephone calls

### **Administrator**

Vacuum Furnace Engineering Ltd - Halesowen

August 2016 to October 2016

taking telephone calls, dealing with customers, booking engineer into the diary, quoting for service contracts, raising invoicing, booking jobs into diary, ordering spares, very similar role as when I worked at Wellman Thermal Services

### **Administrator**

Sandwell Training Association - West Bromwich

February 2016 to July 2016

booked courses (first aid, nrswa) etc.

General office duties to include answering the telephones deal with incoming emails, raising invoice requests, sending out certificates and cards for course, making sure rooms were ready for the course  
Dealing with incoming and outgoing mail, filing

West Bromwich Branch answering telephones, dealing with incoming and outgoing emails

Filing, dealing with internal and external mail

Helping tutors with any queries they may have

Booking City & Guilds exams and printing off relevant paperwork

### **Administrator**

Wellman Thermal Services Limited Newfield Road - Oldbury  
July 2007 to January 2016

Quoting customers for service contract work, Putting jobs onto jobscope, scheduling engineers into My office diary, sending acknowledgment letters to customers confirming dates for scheduled burner services, annuals and GN4, deal with customers requesting an engineer if the boilers on site have broken down, quoting for breakdowns, requesting order numbers, raising invoices for work carried out, posting invoices and service reports to customers, filing reports in boiler files, advising engineers kit (analysers, gauges, manometers etc) need calibrating. Sending the engineers kit to either Quasatronics, Kane & May to get calibrated to enable them to use on site safely, issuing purchase orders to suppliers for engineers kit and for sub contractors to carryout work on site, dealing with engineers requests for envelopes, stickers to send there weekly time sheets, reports and expenses into the office, dealing with any customer an accounts queries concerning invoices or quotes, Business Support deal with the above also included in my duties are as follows  
Ordering stationary, business cards, packing tape, jiffy bags, putting jobs on jobscope for Repairs & conversions as well as invoicing, booking hotels for engineers or directors, reception cover, dealing with incoming and out going mail, dealing with security and maintenance on site, dealing with stores for items to be despatched, meeting people who visit site, making sure meeting rooms are ready and coffee machines are ready for meeting as well as lunch as and when required, also raise purchase order for suppliers as required

### **Cleaner**

West Midlands Fire Service, Dartmouth Road - Smethwick  
September 2002 to July 2007

hovering, moping floors, emptying of bins, polishing floors, dealing with members of staff and general public, and helping with any general enquiries

### **Export Clerk**

M.O.M Export Services Limited - Smethwick, West Midlands, UK  
June 1996 to July 2002

Export clerk, dealing with out going and incoming fax's and telex's, dealing with customers on the telephone and face to face, computer programmes for export documentation, also typing export documentation as well as certificates for the chamber of commerce, dealing with warehouse staff as well as members of the public, incoming and outgoing mail, filing numerical and alphabetical, as well as booking transport with carriers either by air (all over the world), road (europe) or sea (containers)

### **Admin Assistant**

W & S Allely, Alma Street - Smethwick  
January 1991 to June 1996

General Administration work to include, dealing with incoming and out going mail, typing of documentation to send customer orders out, filing numerical and alphabetical order, sending and receiving telex's and fax's, typing letters for directors

### **yts**

Gkn Freight Services - West Bromwich  
1989 to 1991

YTS) incoming and out going mail, send telex's, general typing of export documentation, general filing in numerical and alphabetical order, also archiving files, answering telephones and taking messages

## Education

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### **city & guilds in customer services level 2**

sandwell training association - West Midlands

2016 to 2016

## Skills

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Microsoft Word, microsoft outlook (10+ years)

## Awards

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### **business administration level 1**

January 1991

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## Groups

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### **Birmingham greyhound protection**

Present

i volunteer for Birmingham Greyhound Protection. We are a non profit organisation who are working tiredlesly to help the greyhounds

## Additional Information

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i currently work in amblecote