

# Kay Patterson

## Quality Document Controller

Trained in Total Quality Management. Prepared construction companies for audit for CHAS, Constructionline, ISO and OHSAS, WIRS, NERS and GIRS and RISQS (formerly Link Up). Self motivated with a learning mindset.

### RELEVANT EXPERIENCE

Created and developed an in house Document Control System. I designed the system with a relational database to deal with technical documentation from designers, clients and managers. This aided delivery methods and project progression. I was commended by Network Rail for improving workflow and ensuring all designs and technical specifications were signed off correctly.

Have experience on building sites and have assisted auditors on sites.

Have been responsible for maintaining the accreditations held in a Multi-Utility and Rail Company. Ensured the company adhered to all regulations to permit working in all areas of their construction.

Raised awareness of Quality Assurance throughout a company with relevant and memorable training.

Played a key part in tendering processes by contributing articles and controlling the documents involved in the process.

Worked alongside all teams within construction sector to help them document their processes and implement control so their processes could be effective as part of the overall Quality Management System.

Created and maintained customer security documents following all confidentiality guidelines.

Assisted in creating and implementing policies and procedures for the first wet house project in York. We needed to prepare the physical aspects of the property and develop and document policies and procedures before opening.

Created documentation for all office procedures where none existed previously and trained a team in the practical aspects of carrying them out and the ability to maintain the development and revision of all tasks.

Experience of Manufacturing through supporting manufacturing and warehousing systems. These have included large global companies.

I created and developed a website to host over 25,000 thousand graphics to suit specific themes. This required a high level of organisation and attention to detail.

### EDUCATION

NVQs: Various in Information Technology & Programming (C, Unix platform), Word Processing, Databases, Spreadsheets, Networking, Relational Databases, Systems Analysis, Program Design, Project Management

Degrees (1): Theology BA (Hons) A 'Levels (4): English, History, Art & Art History, General Studies O'Levels (10): Including English and Maths

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References available upon request.

### SOCIAL NETWORKS

Twitter: @blurtsmum  
[linkedin.com/in/blurtsmum](https://www.linkedin.com/in/blurtsmum)

### NOTEWORTHY

Recently topped up training on using Sharepoint 2019

Experienced in Training and Developing in the workplace for vocation and to attain qualifications.

Excellent Microsoft Office. Have taught Access, Excel, Word and Powerpoint including VB

Recent Course: Quality Management Foundations

Recent Course: Construction Management: Safety & Health

Recent Course: Information Management: Document Security

Recent Course: Technical Writing: Reports

Experienced in deploying and using a range of business tools and software. Sharepoint, Clickup, Slack, Docusign, Mailchimp, Joomla, Moodle, Wordpress, IFTTT, Zapier, PhraseExpress, TrustPilot, LibreOffice, Shopify, CapsuleCRM, Teletrac Navman, Hubspot, Bitrix24

Proven ability in remote working on several projects including International scenarios. USA, Australia, Netherlands, Spain and New Zealand.

Software used in personal Projects:  
Krita, Daz Studio, Hexagon, Carrara Daz 3D, Poser

## **Kay Patterson**

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### **Personal Profile and Introduction**

A proven all-rounder with a positive disposition. A flexible energetic individual with experience in leading and managing teams across IT, Security, Construction, Support and Care business environments. Particular enthusiasm through experience for Quality Document Control and Quality Assurance. Trained in Total Quality Management.

Possesses an urge to learn and share information and continuously seeks to add to knowledge regarding software and online tools that can assist with streamlining processes, building better teams and improving workflow.

Proven ability in Training and Developing. Experience of training and developing teams in the workplace environment. Trained students in the classroom. Supported customers in learning new technologies. Shared information through blogs and forums to pass on knowledge in niche subjects.

Proven ability in remote working on several IT related projects including International scenarios. USA, Australia, Netherlands, Spain New Zealand.

Refining processes to create efficiency is a passion and research on the latest tools to carry out tasks better is often carried out in my own time.

A CAN-DO cheerful attitude towards work with a good deal of self-motivation.

### **Employment History**

#### **December 2016-Present Administrations Manager – AMCO Security**

Main duties: Business Administration Manager to a team in a busy HQ office of a nationwide company. Example duties include but are not limited to. Controlling documents, Sales and Marketing Support, Assistance to Tech Support Team and Operations Administration. Gathering and allocating leads with thorough and accurate details. Marketing Support. Processing data to maintain databases for client data and team databases to ensure workflows are maintained and accurate. Customer Document Control -create and maintain customer security documents following all confidentiality guidelines. Process Alarm and CCTV engineer job reports and ensuring information is allocated to the correct teams in order to progress job flow. Booking vehicle services and emergency repairs/collections. Assisting clients with document completion. Assisting sales team on followup calls, emails and texts. Assisting B2B sales in finding and developing leads. Arranging travel for staff, hotels, trains, ferries tolls etc.

The Admin teams functions uphold the AMCO Customer Experience. We ensure that the customer service is good throughout the enquiry, quoting and onboarding processes where we work with the Sales Team. This is followed up with Customer Support where we work with Operations and Technical Support in maintaining working equipment and trained users and up to date security records.

Report directly to the MD and am required to produce Sales and Advertising reports on a monthly basis as well as weekly reports comprising information regarding sales enquiries, alarms that have required emergency services and statistics regarding alarms that are not confirming within their scheduled autotest period.

Created documentation for all office procedures as documented Quality Management Systems are not in place.

Developed a website in Wordpress (SmartSecurity.Guide)

Fulfil sales on the store (SmartSecurity.Store)

Submit tickets to the helpdesk on ZenDesk (SmartSecurity.Support)

Software, Apps and Services regularly used: Microsoft Office Suite, Approach, Slack, Zoom, CapsuleCRM, Teletrac Navman, Mailchimp, Clickup, TrustPilot, LibreOffice, Shopify, DocuSign and WordPress.

#### **April 2016 – December 2016 Manager – Horseshoe Inn**

Manager of a team of 7 in a busy wet sales environment. Responsible for staff training, purchasing and payroll. Steered and monitored the movement of the inventory from the store to the bar.

Addressed complaints and worked to resolve problems with both staff and customers.

Responsible for managing register receipt counts and bank deposits.

Orchestrated all social functions to including private parties, business meetings and formal engagements.

Regularly used Twitter and Facebook for local engagement and developing business.

Bitrix24 was used as a team portal and for shift management.

**June 2012 – April 2018**

**Founder / Artist / Web Developer / Social Marketing - Project Isabella Graphic Workshop**

Self Employed. Project Isabella was developed to create graphics for game programming, digital art and social media packs. 2D graphics were designed from 3D elements in poses for storytelling and action. I am skilled in several art software packages and still continue my development in this area, I created and developed a website to host over 100 thousand graphics to suit specific themes. This required a high level of organisation and attention to detail as well as the ability to modify the CMS I was working with to enable such selling techniques. Modification to plugins required changes in PHP, CSS and HTML. I worked heavily with Joomla, Wordpress, MySQL and Excel to carry out the technical aspects required. Social Media was an important part of promoting business and I grew a healthy following on Facebook, Pinterest, Twitter and Google + (Which existed then) Repeat tasks required that processes were refined and tools were used to streamline tasks. These included using IFTTT, Zapier, Macros, PhraseExpress. I have left a small selection of designs on the Etsy Platform

**January 2014 – April 2016 North Yorkshire County Council School-based work.**

I carried out a number of roles within and around schools for NYCC. These positions were originally to support income from Self Employment but they increased to 10 hours daily over a 12 hour day. I worked in the Kitchen at lunchtime which depends on the fast working, good communication and solid teamwork in order to provide meals and clean up after over 1000 students daily. I also worked in the Cleaning sectors for Easingwold School which requires mainly unsupervised work in the early morning and evening. I was trusted to carry out these tasks to a consistently high standard. As a Crossing Patrol Guard that maintains safety at the difficult crossing near the roundabout in Easingwold, I found it a pleasure to be able to greet children and parents cheerfully.

**May 2010 – June 2012 Funicula Ltd Web Development**

Working in a primarily remote capacity I developed the main company website for Funicula Ltd, including all graphics Serif Webpage was used for the site and included a store page. Two further business sites project sites for Funicula Ltd were also under my sole development one using Moodle which was to create a trade skill hub. A further site for tyre exchanges was developed in Wordpress. These tasks required not only a technical ability but a good level of self-motivation as I worked alone on these tasks and could be trusted to do so.

**July 2009 – May 2010 INTEGRATED Utility Systems – Head Office, Wakefield**

**Standards and Accreditations Manager and Quality Manager**

As the Standards and Accreditations Manager at IUS I was responsible for maintaining the many accreditations held in this Multi-Utility and Rail Company. This ensured the company adhered to all regulations and were permitted to work in all areas of the construction. In addition, it was felt at the time that awareness and education of Quality Assurance throughout the company was a requirement, as Quality Manager this was my responsibility.

I worked alongside all teams to help them document their processes and implemented a system of control so they could be effective as part of the overall Quality Management System.

This role granted me the ability to learn how to carry out audits and in preparing a business and staff to be successful when audited by external bodies.

Sharepoint was used at this office for controlling documents.

I played a key part in the tendering process in contributing articles and controlling the documents involved in the process.

**July 2008 – July 2009 INTEGRATED Utility Systems - Rail, York Document Control System - Development**

Created and developed the IUS Rail Document Control System. I designed the system with a relational database that dealt with technical documentation from designers, clients, managers this aided delivery methods and project progression. The system was effective in increasing quality standards of the Rail Team by logging the process of developing documentation, revisions, document acceptance and the distribution of the document packs in completed stages. On completion of this task, I was recruited to Head Office. This role required a high level of communication internally and with IUS stakeholders so that a system was developed that suited all

parties. I was commended by Network Rail for improving workflow and ensuring all designs and technical specifications were signed off correctly.

### **December 2006 – June 2008 MSD, County Durham Primary IT Specialist & Systems Assistant**

The key aspects of my role at MSD which is a nationwide company providing Maintenance, Building & Civil Engineering on the Railway Infrastructure included:- Website development, HSQE systems documentation maintenance, Development of in-house database control of all aspects of business throughput including measure sheets (for up to sixty workers) and invoicing.

### **March 2006 – December 2006 Self Employed Website Developer & Database Designer**

Offered a website building and hosting service. Customers ranged from small to medium business which progressed to full-time employment as MSD.

### **September 2003 – March 2006 Peasholme Centre Charity, York**

Support Worker-Wet House-Problematic Drinkers

As part of a team of five, I assisted in creating and implementing policies and procedures for the first wet house project in York which was run by Peasholme Charity. The team needed to prepare the physical aspects of the property and to develop and document policies and procedures before opening. My specialist role within that team was handling the quality document control as I held the IT skills and knowledge of Quality Manuals learned from NYCC. The Melbourne Project was designed to support tenants with problematic drinking in order to maintain their tenancy.

Once the Melbourne Project was opened we set up a shift system to support the tenants on a 24-hour basis. This role required understanding shifts, covering vacancies, and handling people who drink a lot.

### **2001 – September 2003 Tanpit Lodge Residential Home, Easingwold, York**

In this work location I held several positions of employment which included Office and Care positions throughout the home. I also worked in the kitchen as a Cook and Assistant Cook.

Whilst working at Tanpit Lodge I was often the first point of contact for electronically controlled billing and reports on residents and staff. I also placed orders and arranged deliveries. I was responsible for making sure changes to the Quality or Safety manuals were stored and communicated effectively throughout the teams.

### **1999 - 2001 Part Time jobs – Easingwold York**

My situation at this time allowed me to pursue some local part-time jobs after relocating back to my home area. The type of jobs I took over the year included, bar assistant, van driver, shop assistant, cleaning and ground working.

### **1995 – 1999 Computer Services For Industry, Berkhamstead, Middlesex**

#### **Team Leader & Project Manager**

At Computer Services for Industry (CSI) I supported and developed a team of six Programmers that serviced major industries globally. Working with this team required to travel to work in Australia, New Zealand, USA, Spain and the Netherlands. The team was responsible for installing and modifying warehouse computer systems with a front end for proactive and reactive sales.

### **1993 – 1995 Microtech Watford, Hertfordshire**

#### **Senior Tutor**

Developed and taught an NVQ Level 3 Visual Basic Course, Supported other tutors in their roles and stood in as tutor on their courses when required, Software Packages (Word Processing, Spreadsheets, and Databases) Desk Top Publishing, Networking, Hardware & Software Selection, Programming, Project Management, Relational Databases, and Quality. In this role I also supported students in finding work placements which led to my recruitment with two of my students to Computer Services for Industry.

## **1992 – 1993 Microtech, Watford, Hertfordshire**

### **Technical Support and Development**

Help Desk Duties which involved rework and support of code and equipment in Electronic Point of Sales systems belonging to a major retail outlet throughout UK. I was recruited to the training department of the same company.

### **Education**

NVQs: Various in Information Technology & Programming

(C, Unix platform), Word Processing, Databases, Spreadsheets, Networking, Relational Databases, Systems Analysis, Program Design, Project Management

Degrees (1): Theology BA (Hons) A 'Levels (4): English, History, Art & Art History, General Studies

O'Levels (10): Including English and Maths

### **Personal Interests**

3D Computer Generated Art and 3D modelling, Game programming. These activities I share and develop with my daughter who is showing natural abilities in programming. I am also passionate about reading and usually have a novel in progress.

Creative Writing.

I enjoy watching football.

Internet Affiliate Marketing.