**Joshua Whyte**

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I’m a polite, punctual and hardworking individual who’s able to work in teams of all sizes and I can quickly build a strong working relationship with my colleagues. I use every working experience as an opportunity to develop my own skills and I’m determined to progress onto higher positions that include more responsibilities. I have experience in accounting, administration, customer service and the majority of my customer service experience is from mainly working in a 1st line support role.

**Skills:**

* **Computer literate** - I have years of experience using computers, so I have no problems with being able to type at a fast pace, send emails, type letters, create/manage spreadsheets and I have experience using a wide range of Microsoft packages such as word, PowerPoint & excel.
* **Time management** – Punctuality is one of my strongest skills as I’ve always kept high standards when displaying the importance of time keeping and working to deadlines.
* **Organized** – As an experienced admin, I’ve used my organizational skills frequently in a working environment. For example, there’s been instances where I’ve filed documents into alphabetical order, prioritized workloads, stored data onto databases and inserted files into relevant folders.
* **Customer service** - I worked in 1st line support positions which have put me into situations where I’ve had to resolve customers queries through emails and phone calls.
* **Team work** – I’ve worked in different sized office teams and due to working as an administrator, I’ve been able to work closely with colleagues by offering support to make sure that their workload becomes more manageable by reducing the amount they have remaining.
* **Problem solving** – During my time working in 1st line support, I received many queries from customers regarding technical issues that I’ve been able to resolve without any supervision.
* **Hardworking** – I always ensure that I finish my workload before a deadline ends and avoid any mistakes being made. Also, after completing my workload I either look for more work to complete or I offer assistance to any of my colleagues that are in need of any support.
* **Working on my own initiative** – On some occasions I have been the only administrator in the office, so I have therefore needed to complete the daily office duties in a timely fashion and ensure that all queries throughout the day are responded to or resolved.
* **Attention to detail –** Posting invoices means that I need to be accurate when inputting details because everything needs to match between the paper invoices and the invoice posted on the accounts software.

**Work Experience:**

**Data Entry Clerk**

NHS – 19/07/2019 to 26/07/2019

Duties included:

* Using an inhouse system to manually book appointments for patients.

**Marketing Agent**

Anglian Home Improvements – 18/04/19 to 20/04/19

Duties Included:

* Presenting face to face pitches to customers regarding products.
* Informing existing and potential new customers of what our company offers.
* Delivering brochures/leaflets to homes.

# Apprentice Accounts Administrator

# Nationwide Healthcare Limited – 24/09/18 to 08/04/19

# Duties included:

# Creating and processing invoices into sage.

# Auditing invoices posted throughout the year.

# Chasing outstanding invoices by contacting the accounts departments of suppliers..

# Writing cheques.

# Inputting personal and financial details onto systems.

# Ensuring that we are never low on stock & carrying heavy items into our stockroom.

# Apprentice Processing & Enforcement Officer

# Byron House (Police Station) – May 2018 to September 2018

# Duties included:

* Handling money.
* Sorting mail by either answering queries or allocating whatever I received to the relevant person.
* Inputting confidential & financial details into third party software’s.
* Sending automated letters to customers.

# Apprentice Business Administrator

Learning Plus - April 2016 to April 2017

Duties included:

* Resolving queries and technical issues that any customers were having.
* Auditing invoices that were posted by myself
* Sending sales reports to our manager.
* Chasing outstanding invoices by contacting the accounts departments of suppliers..
* Inputting customer details onto the system.
* Updating stock sheet whenever stock is bought or sold.
* Booking exams for customers.
* Taking notes/minutes during meetings.

**Education**

BackToWork Warehouse Training (23/04/19 – 03/05/19)

Righttrack – Traineeship (2015 – 2015)

NCN Clarendon College (2011 – 2014)

Ellis Guilford Sports College (2006 – 2011)

**Qualifications:**

NVQ Level 2 in Business Administration

Functional Skills English Level 2

Functional Skills Maths Level 1

ITQ Level 2

Warehousing & Storage (PDE Diploma)