CURRICULIM VITAEName - Miss Katie L Willis ​  
D.O.B – 05/10/1983Address 41 Hawthorne Road, Walsall – WS5 4NBMobile – 07583 694 672Email – Katiew83@hotmail.co.ukPersonal Statement:I’m a driven person with many personal professional goals. I enjoy working within a team, but have the experience and confidence to work alone. As my qualifications would suggest Ialso relish the opportunity to manage other people and services provided, I believe myself tobe a competent and dedicated manager. I have experience in managing large teams over anumber of locations as well as covering employees with numerous skills sets, from porters, cleaners, reception staff and engineering teams. I am currently specializing in the softservices sector.On a personal level I am ambitious, dedicated and hoping to develop within a company, allowing both myself and the given institution opportunity to flourish. I enjoy a challenge andwould prefer to stay within a company for longer periods of time rather than moving betweenemployments regularly, I believe this shows my level of dedication to my professional life.Within my current post I have earnt three promotions within two years and pride myself onthis. At present I am hoping to take on a new professional challenge.Qualifications/ Education

2017 – First Aid at Work 2015 – ACOP L82014 – IOSH Managing Safely2014 – Fire Risk Assessor2014 – Asbestos Management/ Gold Level.2014 – NCFE Level 2 Certificate in Equality and diversity2013 – COSHH/RAMS (Sevron) Assessor2013 – First Aid at work ​  
2012 – NVQ 3 in Facilities Management2012 – Advance Apprenticeship in Facilities Management2008 – First Aid2005 – Level 2 in Security guarding and conflict management with SIA license2003 – City n Guilds in Microsoft publications.2002 – Marketing and sales level 2 award2001 - Welcome host qualification in customer service2001 – 2003 – Info Tech Skill provider.1995 – 2000 – Fishguard High School.

Work experience

2016 – Group Facilities Manager: Midland Building Products – Current

The group have never had an FM or have any processes in place, or an understanding of compliance, health and safety across all 9 sites over the UK. I have now put in place all the requirements they will need to keep the company complaint and a safer working environment for the staff. This has been a tough feat to complete, as changing attitudes was the hardest. I’m very proud that my experience and knowledge have been pushed to the max and both parties have come out on top.

2014 – Workplace Manager – Interserve Plc

I looked after 13 sites over the UK, managing and looking after x2 multi skilled engineers, x2 receptionist, x4 porters and 40+ cleaners. I had sole responsible to keep my sites compliance and keep within legislation for Health and Safety. I have my own self audit regime and a record of 98% on all internal and external audits. I looked after all hard and soft services, all plant was on a PPM that was managed by myself. I tendered for contracts and cost saved on contractors. I had a budget of 3 million over the 13 sites.

I conducted all appraisals for my staff. I like to see potential in people and nurture where I can.

2012- Workplace Supervisor - Interserve plc

I looked after 3 sites with the direction of the FM. I had x4 Porters and x15 cleansers. I also looked after a further 10 sites on an admin role, arranging servicing and chasing work orders, on a system called Maximo. Making sure Health and Safety was adhered to when reasonably practicable.

With my organizational skills, my passion for the role and my aid in keeping the FM compliant on audits, I was giving a manager’s position.

2009 – Workplace Operative – Interserve plc

I worked as a porter onsite, did all the incoming and external mail. Booked in contractors, organized meeting rooms and meeting and greeted visitors. Chased work orders for the FM’s engineers.

2007 – 2009 – HMCS Court security officer – MITIE Security

Worked at HMRC Crown and Magistrates court. Carried out searches and protected the judge.

2007 – 2007 – Security and facilities officer - Carlisle Security

Carried out static guarding at various building and business units. I kept to the process that the business managers wanted i.e. Searching and booking in visitors/ drivers and staff.

2003– 2007 – Bar Manager/Assistant. Various Public Houses.

Took care of the bar, money managing and customer services.

Skills and Personal QualitiesComputer LiteracyCommunication skills  
MultitaskingExpert user and trainer for Maximo/Work Order management systemsOrganization skillsKeen to learn new thingsHard WorkingPunctualSeeing potential in othersWork well under pressureManaging other employeesAble to have difficult conversations/conflict managementStaff recruitment/inductionMotivatorReferences available upon request.