CV

Ms Susan Joanne Shaw sueshaw1970@live.co.uk

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TRAINING & QUALIFICATIONS

2019 I-care online course

2019 GDPR refresher course – pass Interserve I-learn

2018 Fire Safety Awareness Interserve I-learn

2017 Project Management Leadership advantage Interserve I-learn

2017 Word 2007 Interserve I-learn

2016 Excel – formulas & functions course Interserve I-learn

2010-2011 Certificate in adult numeracy Learn Direct Course

2010-2011 ECDL Learn Direct Course

1992-1993 RSA Stage 2 Typewriting Walsall College of Technology

1992-1993 GCSE English Language Grade C Walsall college of Technology

1986-1988 Administrative Assistants course Sandwell College/Comex YTS

WORK EXPERIENCE

July 2019 - Security Administrator (temp 8 week role) Interserve (Solihull)

Providing checks for security clearance for new employees, updating/checking information, implement disaster management plans, Typing letters/reports, managing secure outlook inboxes & emails, stock control, document management, diary management. Updating excel spreadsheets, updating security posters/notice boards, scanning, filing, photocopying

Jan 2014 – July 2019 Commercial Administration Assistant Interserve (Solihull)

Numerical Filing, opening/closing files, & file maintenance, archiving with iron mountain, scanning home office, MOJ & PPM paperwork identifying remedial work orders to be actioned, data entry, postal distribution, updating spreadsheets In excel, problem solving, emailing, photocopying, general admin, security clearance training, reconciliations, closing work orders, uploading to Maximo, weekly paperwork audits in excel , backlog scanning, attend production meetings ,liaising with engineering managers relating to unsolved queries. Fire marshal duties, computerised booking systems. Any ad-hoc requests from engineering managers/supervisors/co-ordinators

Sept 13 - Oct 13 Receptionist Muslim Headstone co. (Handsworth)

Making headstone proof copies for clients, dealing with clients on phone, email, and in person, filing,

Ensuring all information is up to date, calling cemetery office’s for information, & clients regarding headstones, faxing, & photocopying, showing clients around the showroom, providing refreshments to directors & helping events staff prepare for parties/weddings/events, security awareness around site,

2011-2013 & Scanning Administrator (agency) EDM Group Ltd (Wolverhampton)

11/11/13-29/11/13

Scanning confidential banking documents to upload directly online, working to tight deadlines, also preparing documents for preparation of Scanning in a fast paced environment. Providing support to teams, record keeping. Data entry

FEB 2011 Administrative Assistant (temp) Fawcett & Pattni (Walsall)

General administrative duties, postal duties including use of franking machine, dealing with clients via telephone, banking duties, (including petty cash) cover reception, Opening & closing files, archiving, typing letters & reports, message taking

2008-2010 General Assistant Quantor Scanning (Brownhills)

Preparation of documents, Scanning Documents, and data entry, uploading onto company system, opening & sorting post for scanning & uploading, record keeping

2007-2008 Production Assistant Microcopy Midlands (Cradley Heath)

Filing alpha & numerically, microfilming of confidential hospital Medical Records, working in a fast paced environment, telephony. Record keeping, training new recruits

2005-2007 Receptionist MAB Services Ltd (Smethwick)

Filing, Typing, Postal Duties, Diary Management, providing Administrative Support to Directors, Supervisors and Support Staff and general Clerical work, diary management, keeping clients up to date with collection & delivery dates, dealing with complaints & queries, microfilm conversions, providing hospitality to visitors & directors

1994-2005 Microfilm Assistant MAB Services Ltd (Smethwick)

Microfilming of confidential medical records, invoices, and various records and Data Entry, quality control checks, microfilm conversion to scans

1992-1993 Microfilm Assistant Advance Micro Imaging (Wolverhampton)

Microfilming documents, Data Entry, Document Preparation, record keeping, quality control checks

1986-1992 Microfilm Assistant Central Microfilms (Darlaston)

Microfilming document, Quality control experience, record keeping, filing, preparation of paperwork.

SKILLS & ABILITIES

* Good organisational skills & experience of working to tight deadlines
* Client facing skills
* Effective interpersonal verbal & written communications
* Good knowledge of MS office applications
* Flexible approach to accommodate changing requirements of business & contracts
* Ability to develop close working relationships
* Reliable & competent person with the ability to work independently & as part of a team
* Ability to operate effectively with integrity at all levels
* Delivery of quality administration support in a professional manner
* Strong document management skills
* Maintains a safe working environment – in a Fire Marshal capacity
* Works well in a pressured environment
* Reliable & excellent timekeeper
* Quick to learn new skills or new ways of working
* Proof reading skills
* Faxing/photocopying/scanning/data entry
* Dealing with complaints/queries – finding a resolution
* Strong numerical & alpha filing skills – fast paced
* Flexible around business needs

REFERENCES

[Michelle.walker@ise.interserve.com](mailto:Michelle.walker@ise.interserve.com) – business support manager

[Hr.operations@interserve.com](mailto:Hr.operations@interserve.com) – main address for references

[Susan.mcconaghy@ise.interserve.com](mailto:Susan.mcconaghy@ise.interserve.com) – PPM team leader