**Curriculum Vitae**

**Rosemary Ann Hackett**

7 Warwick Court

Chiltern Close

Lower Gornal

Nr Dudley

West Midlands

DY3 2DR

**Tel:** 07597 973022 **Email:** rosemary\_ann\_hackett@yahoo.co.uk

**Profile**

An energetic, proactive Administrator/PA with excellent interpersonal, organisational and communication skills. Thrives on challenge and enjoys being busy. With over 35 years’ experience in customer facing roles and support roles. Reliable and professional with a positive outlook to work and life.

**Work Experience**

**Office Administrator**

Marshall Welded steel Ltd, Oldbury – August 2006 to May 2019

* Acting as PA to the Directors
* Dealing with incoming calls
* Resolving queries, both internal and external
* Ensuring that all filing system are current and up to date
* Upkeep of company database
* General office duties – keeping stock of all stationery and re-ordering as required
* Producing and processing works and purchase orders
* Distributing and sorting all incoming and outgoing post

**Administrator**

TPS Fronius Ltd, Bilston – April 206 to July 2006

* Receiving and processing all incoming calls
* Recording, monitoring an processing petty cash
* Dealing with internal and external queries
* Maintaining filing system
* Processing monthly expenses for all staff
* Recording and processing sales and invoices
* Deputising in the absence of two managers

**Regional Supervisor**

Sharps Bedrooms, Bilston – December 1993 to June 2005

* General management of the Delivery and Fitting team
* Ensuring the weekly target of approximately £230,000.00 income was achieved
* Ensure the manufacture, delivery and fitting of furniture was on schedule
* Collect and bank completion payments
* Process the fitters payments
* Deal and resolve customer complaints
* Co-ordinating warranty call outs with contractors
* Following up any works that have been carried out to ensure customer is satisfied and the issue has been resolved.

**Barmaid**

Miner Arms Public House, Lower Gornal – August 1990 to October 1993

* Serving customers
* Stocking shelves
* Handling cash
* Opening and closing premises

**Assembly Operative**

Russel Hobbs (Tower), Wombourne – May 1990 to October 1990

* Assembly of jug kettles
* Testing to ensure safety of appliances

**Order Process Clerk**

A.A.H, Kingswinford – June 1985 to February 1987

* Processing orders and despatching to hospitals and chemists
* Supervising the distribution of controlled drugs

**Hobbies and Pastimes**

I enjoy spending time abroad and in Devon. I have recently become a grandparent and I am enjoying the experience.

References available upon request.