**KAYLEIGH**

**GRIGG**

**78 Portway Road, Rowley Regis, Birmingham B65 9DA**

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**07495 268 844**

***Skills Summary***

I consider myself to be a helpful, outgoing and cooperative person who is always willing to accept a challenge and go out of my way for others. I complete tasks to the best of my ability in an appropriate amount of time and I can use my own initiative to complete said tasks. I believe organisation helps to improve work life thoroughly ensuring all tasks are finalised. I have had the amazing opportunity to work in various industries and this has ensured that I have knowledge and experience in a lot of different business sectors which are listed below. I am currently an Assistant Property Manager dealing with residential block management, I have dealt with litigation, service charges, reception work, administration, helping clients using our database, instructing contractors, processing invoices amongst other day to day tasks. I enjoy socialising, fashion, film, theatre, music, sports and various advertising on social media.

***Achievements***

As for key achievements: During my time at SDL I also worked on a project which saw high school students participate alongside ourselves as their mentors competing in charity events which were planned by ourselves as a team and filled with the student’s ideas of how we could raise money to help their circumstances. I would say this is my proudest achievement to date as not only did we raise awareness for our chosen cause, but we also raised more money than we set as our target.

***Education***

Oakham Primary School/ 2003/08

St Michaels C of E High School/ 2008/13

Dudley College/ 2013/14

IRPM QUALIFIED FOUNDATION LEVEL

French B

English C

Religious Studies C

Customer Service Apprenticeship PASS

Media Btec Level 2 Diploma PASS

Functional Skills English Level 1 PASS

Drama C

Child Development C

Science PASS

Mathematics D

***Experience***

19/07/2019 to present Welbilt Halesowen

* Giving business support to Sales team
* Advertising and Marketing the business
* Chasing customers
* Processing sales orders and tracking them
* Reception
* Letter / telephone correspondence
* Meeting and greeting Customers
* Assisting the team leaders and sales management
* Using the full Microsoft package along with Welbilt databases

12/2017 to 16/05/2019 SDL Property Management ( IRPM QUALIFIED )

• Managing a Birmingham Property portfolio alongside property managers

• Advising Residents of their account status

• Telephone/email/letter correspondence

• Showing information via spreadsheets

• Putting together orders for contractors and chasing invoices

· Attending resident / directors meetings

· Carrying out site visits

· Health & Safety inspections and actioning

· Insurance claims

· LPE1 / Sales packs

10/2016- Remus Management LTD

• Answering phone calls from Residents and advising them

• Issuing out letters

• Processing Invoices

• Updating CML system daily

• Instructing and chasing contractors

10/2016-10/2016 Administrator at Secom PLC My duties here consisted of:

• Calling clients to confirm and arrange dates for engineers to attend site and complete works

• Answering emails and telephone calls

• Assisting managers

• Updating spreadsheets

• Putting together job packs

09/2016-09/2016 Administrator at BBC The Mailbox My duties here consisted of:

• Assisting with updating portfolios

• Emailing Clients

Temporary Roles 2016

09/16-09/16 Receptionist at Castle Mill Business Centre My duties here consisted of:

• Management of site

• Promoting business

• Responding to emails and telephone calls

• Booking clients viewings

• Arranging meetings

New look Bullring 2016 My duties here consisted of:

• Customer Service

• Promoting in store and online orders

• Transactions

• Customer complaints and enquiries

• Dealing with requests

Joe Deluccies 2015/ 16 My duties consisted of:

• Till Transactions

• Team Leadership

• Dealing with customer queries and complaints

• Cashing up

Customer Service Apprenticeship 2014/15 My duties consisted of:

• Customer Service

• Stock Control/ Order/ Rotation / Replenishment

• Till Operation

• Invoices

• Change Orders

***Thank you for taking the time to read my cv and should you have any questions then please do not hesitate to contact me. References are available upon request.***