**Jiquara McConville**

**Contact number:** 07784390759 **Email:** jiquara@gmail.com

**Personal Statement**

I’m a highly motivated, confident individual with smart appearance, and exceptional organisational skills. Possessing a proven ability to help managers to make the best use of their time by dealing with their secretarial and administrative tasks. Able to work on my own initiative and to tight deadlines, whilst fully focusing on providing excellent communication and administration skills.

**Key Skills & Competencies**

* Excellent communication skills, able to liaise confidently with senior management
* Good understanding of Director level responsibilities
* Rigorous planning skills
* Effective administration skills (Diary management, organisation, data and file management)
* Excellent Customer service and communication skills (Written email, phone and in person)
* An effective level of attention to detail
* Ability to prioritise workload in a demanding team environment, effectively and efficiently
* Able to work without supervision, under pressure
* Flexibility to do different tasks
* Experience & knowledge of Microsoft Office, PowerPoint, Excel and Outlook

**Employment History**

**25th April 2017 – 4th November 2019**

**Ballymore Construction Services**

Office manager/Junior PA

* Diary management and administration support to Managing Director, Senior Management and wider site team
* Reception duties
* Booking and overseeing meeting rooms
* Daily meeting schedule to be produced for Project Director and organise any relevant paperwork needed
* Filing, formatting, and updating documents/procurement meeting minutes/tender recommendation reports
* General secretarial duties such as, printing/scanning/binding/
* Taking calls and dealing with routine enquiries
* To provide general support to the managing director and senior management
* Meet and greet visitors
* Maintaining condition of office, records of email correspondence, ordering catering, arranging travel and accommodation, expenses and annual/sickness leave recordings
* Office management duties ensuring the office is run to the best ability
* Supporting commercial team and ad hoc duties
* Ordering stationery, and liaising with suppliers
* First Aider

**1st September 2015 – 21st March 2017**

**Eden red UK**

Benefits advisor & Administrator

* Providing assistance on services such as employee benefits, incentives & rewards, and expense management
* Answering telephone and email enquiries from users & networks on company’s products
* Liaising with relevant departments (operations, sales, finance, and account management for optimal resolution of customer queries
* Processing debit/credit card payments and client invoices
* Generating invoices for clients and affiliates
* Delivering high standards of customer service
* Maintaining accurate and up to date records
* Effectively using a variety of computer systems to access client details and database
* Delivering 1-1 training to staff on product knowledge and key skills related to product specifics

**September 30th 2013 – 30th July 2015**

**NU Clinic**

Receptionist

* Welcome patients and visitors by greeting in person or on telephone
* Answer multi phone lines and coordinate schedules for surgeons
* Perform verifications of insurance forms and obtain necessary medical documents as required
* Organising and assemble charts as well as prepare necessary paperwork
* Ensure the availability of treatment information by filling and retrieving patient records
* Handle administrative tasks by following the policies and procedures of the organisation
* Keeping reception area tidy at all times, offering refreshments
* Monitoring levels of stock and ordering supplies

**Education**

**September 2011 – June 2013**

**Liverpool Community College**

BTEC’S/NVQ’s

* I.T – BTEC (equivalent to C GCSE)
* Fashion Retail – Diploma Level 2 & NVQ Level 3
* Customer Service – NVQ Level 2
* First Aider

**References**

Ballymore

163 Marsh Wall

London

E14 9TJ

Eden red UK

50 Vauxhall Bridge road

London

SW1V 2RS

Reference available upon request