**Anthony Flynn**

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**PERSONAL SUMMARY**

I have a vast majority of work experience to offer any employer; I am currently working for The Liberty Group as a Customer Liasson Officer. I possess excellent organisational, planning and time management skills. I am a confident and reliable individual who is able to manage and coordinate all customer related activities. I am first and last point of contact for numerous tenants , sub-contractors and clients , I am adaptable and able to get along with work colleagues, tenants and clients, now looking to further an already successful career by working for an ambitious & exciting company.

**QUALIFICATIONS PROFILE**

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**Administration**: Provide exceptional administrative support to peers and senior management.

**Customer Service**: Serve as initial point of contact for tenants, clients and personnel. Attending To appointments and promptly respond to inquiries via e-mail and telephone.

**Technical Skills**: Adept with Microsoft Office (Word, Excel, PowerPoint, Outlook)

**Key Strengths**: Excel at developing strong relationships with staff, clients and tenants; strong record creating a positive first impression.

**CAREER HISTORY**

**I have worked for the following housing associations and councils**

**Liverpool Mutual Homes , City West Housing Trust, Golden gates , Bolton at home**

**Muir housing group, High peaks housing association , Equity housing group**

**Housing 21, Johnnie Johnson , South Liverpool homes and Wrexham Borough County Council**

**The Liberty Group, CUSTOMER LIAISON ADVISOR –AUGUST 2018 –PRESENT DAY**

**SUSTAINABLE BULDING SERVICES LTD JANUARY 2018 –AUGUST 2018 TLO**

**MITIE PROPERTY SERVICES AUGUST 2013 – NOVEMBER 2017, ASSISTANT SITE MANAGER**

**2010-2013 VARIOUS EMPLOYMENT AGENCIES AS A TLO WORKING WITH FORREST AND F T FINLAYS**

**CLC CONTRACTORS LTD**

**RESIDENT LIAISON OFFICER – JAN 2007 – APRIL2010**

**I HAVE VAST EXPERIENCE AS A TLO AND SOME EXPERIENCE OF ASSISTANT SITE MANAGEMENT**

**Duties I have carried out but not limited to**

. Scheduling work to be carried out to ensure production targets are achieved and high quality of product is maintained. 5. To ensure working methods are performed correctly. 6. Comply with Assistant Site Manager’s responsibilities as laid down in the Group’s Health, Safety & Environment Policy, complete the relevant documentation on a weekly/monthly basis and encourage safe working practices on site. 7. At all times comply with company policies, procedures and instructions. 8. Liase with Sales department and customers to ensure the highest possible Customer Care performance/ satisfaction and complete all relevant inspections and documentation. 9. Contribute to improving the business, protecting and enhancing the reputation of the company, by putting forward new ideas and, when requested to do so, implementing change.

* Work closely with the Company’s appointed Construction Partners to ensure that they fulfil their tenant liaison functions and responsibilities as embodied within their respective contracts.
* Produce and oversee the production of appropriate communication material, e.g. letters, leaflets, newsletters, for site distribution or display, in relation to the planned refurbishment works.
* Visit tenants directly to explain the nature and scope of work involved, conduct a site introduction, ascertaining their individual requirements, arrange appointments/start dates and monitor access to individual properties. Attend open days with the client to meet and greet tenants and offer advice on colour choices etc., the clients i have worked for are Liverpool Mutual Homes, Muir Housing Group, Equity Housing Group Housing 21 and city west housing trusts both on kitchen/bathroom , windows and doors , new boiler and radiator and fire prevention upgrades
* Liaising with our Construction Partner’s site management and Tenant Liaison Officers to ensure that specific or special needs are identified, and that communication and working practices are adjusted accordingly.
* Oversee and administrate the tenant complaints procedure, including ensuring that complaints are speedily resolved including the identification of trends, monitoring of incidence levels, and overseeing corrective action to prevent future reoccurrence.
* Consulting with tenants to arrange meetings to communicate Programme reviews, receive tenant feedback and discuss any other agenda items.

**Primrose Caterers**  
GENERAL ASSISTANT Feb 2000 – Dec 2007

**Duties**

* Assisting the managing director in all office administration
* Assisting with post and managing calendars.
* Answering the phone and dealing with caller requests.
* Generating reports using various MS office and other applications.
* Preparing and monitoring invoices and expense reports.
* Providing support for multiple projects.

**HOBBIES AND INTERESTS**Of a weekend I enjoy socialising and cooking. I am very keen on sports and enjoy playing golf and snooker whenever possible.

**COMPETENCIES**SSSTS COURSE PASSED OCTOBER 2015  
Full UK Driving License  
Customer Service Training  
emergency first aid passed October 2016  
Fire Safety Training  
Equality & Diversity Training

**REFERENCES**

Available on request.