CURRICULUM VITAE

Karen Jones

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 A professional conscientious individual who is reliable and well organised. Is experienced as an employee within office, sales and the hospitality industries and has the ability to adapt well to changes in the workplace.

Key Skills:

        Is thoroughly hardworking and enjoys a challenge

      Good humoured, able to remain calm under pressure

        Computer literate

         Highly organised, able to effectively plan own workload as well as other peoples

        Has some supervisory experience

Full driving licence

Working both alone and within a team

Manage and organise customer events to help build in their community

Follow any customer quires to the end result

Collect customer information and prepare reports

Meet programme deadlines with 100%

Report any risks .issues

Book in surveys

Sending letters to tenants

Customer focussed

Attend project meetings

Ability to attend out of hours and weekend approach to work

Ability to plan and prioritise and organise

Self-motivation, drive and enthusiasm

Ability to deliver quality outcome across a range of tasks

Visit tenants with portfolio of relevant works and design briefs. Picture surveys

CERTIFICATE OF ACHIEVEMENT

Health & Safety

Asbestos

Sharps

Legionella

Social media

Manual Handling

Safe Working at Heights

Driving to work

Data Protection

Safe Guarding

Equality & Diversity

Dementia Awareness

Risk Assessment

*Tenant Liaison Officer Liberty Gas Liverpool + North West Gas boiler installs and electric fires program*

*March 2016*

* Make initial contact with tenants
* Build customer confidence
* Explain all aspects of improvement work
* Identify Customer needs (working parents/shift patterns/health issues etc).
* Open forum client/management meeting.
* Book appointments with tenants
* To gain access to overdue property’s and to stay on site until engineer attends
* All access cards to be keep for evidence if needed in court
* Call or email up dates of the days services
* Liaise with tenancy enforcement dept. And housing dept. to help stop court action
* Update spread sheets with daily information from the contractors
* All contracts to be 100% by end of year
* I work on 5 contracts that I work on at present all at 100 %

- Consulting residents on planned programme of works and talking them through the scheme   
- Identify and discuss the resident options for colour schemes   
- Completing pre and post inspections of properties   
- Completing regular contract meetings with the site management team and representatives of the housing association   
- Acting as the first point of contact to residents throughout the programme of works   
- Resolving any customer complaints and ensure the work runs to time and schedule   
- Completing customer satisfaction surveys with the residents   
- General administration duties, - Completing regular contract meetings with the site management team and representatives of the housing association   
- Acting as the first point of contact to residents throughout the programme of works   
- Resolving any customer complaints and ensure the work runs to time and schedule   
- Completing customer satisfaction surveys with the residents   
- General administration duties will include

*Tenant Liaison Officer Kitchen and Bathrooms Roofing and window programs*

Sep 2013 – March 2016

Duties include

* Make initial contact with tenants
* Build customer confidence
* Explain all aspects of improvement work
* Identify Customer needs (working parents/shift patterns/health issues etc).
* Open forum client/management meeting.
* Book appointments with tenants
* Visit tenants with portfolio of relevant works and design briefs.
* Picture surveys
* Communicate with tenant throughout works programme
* Be the link between tenant and Site/Project Manager
* Administration/record keeping
* Daily line management meetings
* Survey’s

- Consulting residents on planned programme of works and talking them through the scheme   
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Jan-2013                                 The Big Green Book

•           Dealing with account and non-account holding customers

•           Daily sales, advising customers about their specific requirements

•           Assisting with the day to day administration

•           Processing new and current orders

•           Cold calling.

2012 – Jan 2013                        The Plough Inn,

**landlady**

* Day to day management, running and upkeep of the pub
* Maintaining stock levels, liaising with breweries
* Cashing up and banking
* Serving customers
* Organising staff, delegating tasks
* Organising events and entertainment, sourcing entertainment, advertising the events

 2012          Worldwide offshore Financial Adviser Working in the Middle East

         [International Wills](http://www.worldwideltd.net/international_wills)

         [Investments](http://www.worldwideltd.net/investments)

         [Mortgages](http://www.worldwideltd.net/mortgages)

         [Insurance](http://www.worldwideltd.net/insurance)

Offshore Bank Accounts

2011                                         Wockhardt,

**Short term maternity cover**

* Customer service, UK and overseas
* Checking stock and products
* Processing orders, invoicing
* Running daily reports and spread sheets

2010 – Apr 2011                        The Plough Inn,**Bar Manager**

* Day to day management, running and upkeep of the pub
* Maintaining stock levels, liaising with breweries
* Cashing up and banking
* Serving customers
* Organising staff, delegating tasks
* Organising events and entertainment, sourcing entertainment, advertising the events

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Jan 2008 – Jun 2010                  Cheese Company

**SAP Administrator**

* Dealt with daily stock ordering via telephone, email and fax
* Input orders onto SAP
* General administration including filing and ensuring the work environment was clean and tidy
* Dealing with customer enquiries via telephone, email and fax
* Liaised with account department
* Re-arranged orders to allow effective deliveries
* Updating daily sales analysis for daily product sales

Jul 2003 – Dec 2007                  Premier Mortars,

**Sales Co-ordinator/Shipping Programmer**

* Dealing with account and non-account holding customers
* Daily sales, advising customers about their specific requirements
* Scheduling/organising depot transport for daily deliveries for up to 5 depots
* Assisting with the day to day administration
* Processing new and current orders
* Petty cash

Jul 2000 – Jul 2003                    Slynx,

**Sales**

* General ordering and sales
* Cash handling and banking
* Organising and running jewellery parties

1993 – 2000                              **Self-employed running own Landscape Gardening, removals and                                           skip Hire Company**

* Administration, marketing, staff requirement
* Driving the skip hire lorry, taking payments

Prior to 1993 various part time work whilst raising a family

**Education:**

1974 – 1979                              Girls Modern, Studied GCSE’s include Maths & English, Art, PE, Cooking,

Additional Information:

 Interests: enjoys spending time with family and friends, Holidays walking and going to the gym, Face painting, Singing, Football,