**Lauren Louise McKay: C.V**

**Contact Information –**

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**Personal Statement –**

As a Theatre and Professional Practice graduate with a 2:1 BA degree from the University of Coventry, I’m looking to secure a position in which to use, adapt and develop my communication skills and knowledge in a practical and fast-paced environment.

After dedicating four years to caring full time for a family member while also working at a part time role in the Hospitality/Customer Services sector, I joined a position within the Public sector which I then departed for reception/administration roles, my most recent being with a private Housing Association.

My career goal is to assume a role which allows me to make a positive contribution to a well-respected company and their clientele.

**Education –**

* Lee Bank Junior and Infants School 1996 – 2002
* Priory School 2002 – 2008
* Solihull 6th Form 2008 – 2010
* Coventry University 2010 - 2013

**Qualifications –**

GCSE’s:

|  |  |
| --- | --- |
| Subject | Grade |
| Drama | A |
| Religious Studies | A |
| English Language | B |
| English Literature | B |
| Science | B |
| Additional Science | B |
| History | B |
| Mathematics | C |
| French | C |
| ICT | C |

AS-Level:

|  |  |
| --- | --- |
| Subject | Grade |
| English Literature | D |

A-Levels:

|  |  |
| --- | --- |
| Subject | Grade |
| History (Tudor & Medieval Spain) | C |
| Psychology | C |
| Drama and Theatre Studies | C |

Degree:

|  |  |
| --- | --- |
| Subject | Grade |
| Bachelor of Arts (Theatre and Professional Practice) | Upper Second Class |

**Current Employment:**

Trent and Dove Housing Association: 8th July 2019 – Present Job Title: Temporary Compliance Administrator

Role and Responsibilities: General Office Administration, Data Entry and Management, Database Maintenance, Raising Purchase orders (in either Orchard or Ebis), Assisting in the invoicing process, Filing, Managing incoming email queries, Making enquiries with partner contractors.

**Previous Employment:**

KUKA Systems and Robotics: 3rd April 2019 – 30th May 2019 Job Title: Temporary Front Desk Receptionist/Office Administrator

Role and Responsibilities:

On Reception: To take and screen calls received from members of the public and to greet and deal with clients and visitors face to face. To gather client details, book and amend appointments and meeting rooms through the Diary and Tensor system. To sort and distribute the incoming post and then frank and sort the company’s outgoing post.

As Administrator in Engineering Department – Dictation and Proof reading of Documents in order to update them as word documents from original paper files, Data Inputting via the Visibility System.

Toni & Guy Hairdressing (Solihull and Stratford Upon Avon): September 2018 – February 2019 Job Title: Front Desk Receptionist/Administrator

Role and Responsibilities: To take calls received by the salons from members of the public and to greet and deal with clients face to face in salon. To gather client details, book or amend appointments through the Salon Genius Diary system and ensure that the clients received their appointment reminders. To use the Salon Genius system to send out mass emails to the clients to promote ongoing offers and services at the salons. To conduct skin patch tests on clients who required them prior to a colour appointment and making the clients aware of the salons skin test policy. I also created and managed the content for the salons’ social media platforms (Instagram and Facebook). I would also design and create promotional images for the salons which were displayed both in the salons and on the social media platforms.

West Midlands Police: October 2017 – September 2018 Job Title: Force Contact Call Handler Omnicompetent (999 and 101 call handling)

Role and Responsibilities: To take emergency and non - emergency calls received by the force from members of the public, to judge the severity of the calls based on the offence and its circumstances, log them on the system and send them off to the appropriate team. I also complete crime reports for low level offences over the phone with victims of crime. The role also requires utilising computer skills with various systems and software which are used by the force for creating incident logs, completing crime reports, submitting intelligence, running intelligence checks, managing property records and the telephony system.

Aston Villa Football Club: July 2013 – September 2017 Job Title: Beverage Host in McGregors Suite (Silver Service Private Members Restaurant)

Role and Responsibilities: To serve customers beverages. I also on occasion assisted in the supervision of the beverage host team as Team Leader as I was the most experienced host on the floor.

Coventry University: 2010 - 2013 Job Title: Part Time Open Day Tour Guide for Performing Arts Department (CUPA)

Role and Responsibilities: I would escort prospective students around the facilities, introduce them to the lecturers and answer any questions about student life and studying at the University.

**Skills –**

I.T –

* Microsoft Office: Word, PowerPoint, Publisher, Excel, Outlook, One Note
* Orchard
* Microsoft Dynamics CRM

Phone Skills Teamwork Team Leader Customer Service Public Speaking Communication Skills

**References:**

Rebecca Sutton KUKA – Rebecca.Sutton@Kuka-Systems.co.uk

West Midlands Police - Lloyd House, Colmore Circus Queensway, Birmingham B4 6AT

Lynsey Tozer – Food Supervisor (McGregors Suite), Aston Villa Football Club Tel: 07706223700

Tom Gorman – Lecturer Coventry University Faculty of Arts and Humanities   
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