Kerrie Taroni

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**Qualifications**

Basic I.T course 2002

Advanced I.T course 2002

Customer service Level 2 – Vision2learn 2011-2012

Essential I.T course – Vision2learn 2012-2013

**Secondary Education**

Perry Beeches secondary school

1995-2000

10 GCSE grades d and above

**Employment**

**DF Creative design and build ltd**

**Jan 2017 – Present**

**Job title – Office Manager/PA to Director**

* Diary management
* Company expenses
* Job allocation to members of staff
* Dealing with customer enquiries
* Key account management
* Minute taking at meetings
* Arranging meetings and travel for the director
* Creating job sheets for customers
* Recruitment
* HR Admin
* Contacting contracts to gain new business
* Ordering stationary
* Ordering materials for the staff on the jobs so the job can be completed without any complications
* Typing up of letters for the director i.e meeting minutes, relieving staff members not up to standards
* Contacting staff members on a daily basis to keep control of the work in hand
* Typing up of quotes for customers
* Created company headed letter
* Attending key account meetings
* Attending quote meetings to understand the process better
* Attending site to make sure all was running smoothly
* Tracking of staff members and vehicles via Quartix

**Court Farm Primary (Birmingham city council)**

**Dec 2015 – Dec 2016**

**General assistant/ domestic assistant**

* Assisting chef in preparing meals
* Serving the children at meal times
* Cleaning the kitchen area ready for use
* Preparing the classrooms for next days use

**Hi-Spec services**

**Feb 2014 – Oct 2015**

**Domestic assistant in homeless centres**

* Preparing the rooms for members of the public
* Cleaning of communal areas

From 2009-2014

I took time out of work to have a child, and be stay at home mum until he was to attend school in the September 2014

**Ajax Tocco**

**March 2007 – Jan 2009**

**Office Manager**

* Receiving orders via telephone and email
* Creating spreadsheets for orders in and out with costs
* Managing all customer accounts
* Greeting delivery drivers and dealing with their paperwork in and out
* Creating work sheets to be signed by delivery driver
* Creating heat treatment process sheets
* Invoicing orders
* Data inputting
* HR Admin
* Attending meetings with customers
* Emailing new contacts to gain business

**Aston Labs**

**January 2007 – March 2007**

**Customer service (covering sick)**

* Answering customer queries via switch board and emails.
* Chasing orders made from specsavers across the country
* Inputting data onto the in house system
* Taking orders via telephone, email and fax
* Working on the shop floor following an important order through the process
* Covering on the shop floor to cover holiday etc.

**Merrell Castings**

**Feb 2003 – Dec 2006**

**Office administration/quality control**

* Covering reception
* Data inputting
* Key account management
* Diary Management
* Organisation of key accounts castings
* Dealing with customers enquiries via telephone, email and fax
* Arranging meetings with key account holders
* Working 2 days a week in the postage room mailing orders to customers and opening received orders
* Working with our sister company making sure all orders were met
* Quality control bench when needed making sure all orders casted were up to the companies high standards
* Following orders through the process when urgency was needed

**Centre Jewellery**

**Oct 2001 – Feb 2003**

**Repairs Manager**

* Creating a job sheet for all orders that came in
* Putting the order through the repair process
* Diary management
* Meeting deadlines on items that were urgent
* Ordering materials to complete the items repair
* General administration – filing, data inputting, invoicing
* Key account management
* Creating spreadsheet on costs of repairs
* Quality control on diamonds being used in repairs
* Lasering porous jewellery

**Assay Office**

**Oct 2000 – September 2001**

**Quality control/hallmarker (seasonal work)**

* Quality control of hall marking on jewellery
* Hall marking jewellery

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