### Claire Louise Carron

**Email:** carrott777@gmail.com

## Key Skills

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| Administration & Computer Literacy | Fully conversant in Microsoft Office/Office 365: advanced in PowerPoint, Excel, Word including mail merge/labels, Outlook, Publisher, One Note, SharePoint, MS Teams. VLookups, pivot tables and Excel formulas.  Adobe InDesign, Illustrator, Photoshop, LiveCycle, Captivate, Acrobat Pro and basic Affect Effects and Prelude.  Time and Attendance software. Customer database and CRM software. Technical arrangement of equipment for presentations. Creating quotations, invoices and job planning. Budget management. Competent at writing policies and procedures and implementing administration systems which help companies achieve ISO 9001. |
| Creative | Creation of logos, newsletters, company brochures, magazines, posters help guides and template design. I was a pivotal role in rebranding a company I was employed with.  Management of social media and website copy and content. Digital marketing.  WIX website design and management.  Copywriting, blog writing and experience of working with art workers and design leads. I am experienced in artworking and cutting traces. |
| Project Management | Project managed a new build (£3.2 mil) and complete office move and installation. Strategy planning, consultancy and training.  Systems set up – folder structures. |
| Driving Licence | Full, clean UK licence. |
| Event Planning and Management | I am skilled in all aspects of event planning and conference arrangements. I arrange yearly conferences including the presentation. |
| Management Experience | Previous Office Manager to 10 people with 1 direct report. All aspects of office management and staff development/training.  Managed teams in retail and media promotions (up to 15 people) – achieved all targets. Reception, administration, facilities and services management.  Facilities management and Quality Management. |
| Research | Internet, telephone & other. Excellent at problem solving. |
| Travel | Book and co-ordinate travel and accommodation. |
| Other | Experience in writing plays, scripts, press releases, business plans, etc. Stage design. Promotion and publicity. Performance art and music composition. Legalities such as employment law, copyright, data protection, safeguarding and health and safety covered through H.N.D., O.C.N.C.E. and TAQA courses. |

# Education & Qualifications

2016 Google – The Digital Garage Certification

2012 Walsall College, Littleton Street West, Walsall WS2 8ES

2010 Key Training, Birmingham

* 1. Kidderminster College of Further and Higher Education, Hoo Road, Kidderminster

1990-1997 Stuart Bathurst R.C. High School, Woodgreen Road, Wednesbury

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| 2016 | Google – The Digital Garage Certification – all modules | Achieved |
| 2012 | TAQA (Assessors Course) (OCR) | Achieved |
| 2012 | Safeguarding (in-house) | Achieved |
| 2012 | Exercise Advice in Lifestyle and Weight Management (ASFI) | Achieved |
| 2010 | NVQ3 Advanced Apprenticeship in Business and Administration | Achieved |
| 2009 | NVQ2 Business and Administration | Achieved |
| 2006 | First Aid At Work | Full Pass 100% |
| 2003 | First Aid Certificate | Pass |
| 2000 | O.C.N.C.E. Music Industry Management – Music Business | Achieved |
| 1999 | BTEC H.N.D. Performing Arts – Theatre in Education | Achieved with Merit |
| 1997 | A Level English | C |
|  | A Level Business Studies |  |
|  | Young Enterprise Scheme | Achieved with Merit |
| 1995/96 | G.C.S.E’s | 7 at B-C 4 at D-E |

## Previous Employment – last 4 roles

**Current Position:**

Apr 16 to present – Synergy Print Management, Lichfield.

Creative: Creating the tone of voice for the company. Creation and management of social media campaigns, marketing emails and the company website. Management of social sites for the business. Copywriting for booklets, websites, how to guides, copy and text for customer artwork and print portals, etc. Research and content writing for blog posts and social media posts. Creating cutting traces, large format items, artwork amendments and design using Adobe Creative Suite. Ensuring artwork is print ready. Experience working with an art director/lead designer to produce copy for adverts, brochures and campaigns. Formatting proposals and customer reports. PowerPoint design for conferences, events and customer presentations.

Print: All aspects of print production. Liaising with suppliers for samples, proofs, schedules and dispatch dates. Proofreading and artwork proofing all printed matter for membership organisations and business customers. Raising job bags and supervising the job from start to finish to ensure customer deadlines and quality expectations are met. Management of the customer portal for membership packs. Data management to ensure variable fields are populated correctly. Web to print portal creation using Vpress and in-house software including all templates, mock ups and place holding images. Management of all print orders placed online: manual proofing, amending artwork and sending to print. Customer stock control.

Administration: Quality Management for ISO. Maintenance of Office 365 and filing structures. Google analytics. Customer questionnaires and follow up calls. Office management. Overhaul of policies and procedures and constructed a new quality management system and file structure. Document management. Invoice entry to Sage and reporting using pivot tables and Excel.

Customer Service: Liaising with customers to take orders and payments and to give advice on orders, item specifications and schedules. Customer relations.

Feb 12- April 16 Jhoots Group

20, Hatherton Street, Walsall, West Midlands WS4 2LA

43-45, Church Street, Darlaston, West Midlands WS10 8DU

Title: Office Manager (Sept 14 to Apr 2016)

As previous role but with more responsibility over the main office (in 2015 this expanded from 1 floor to 4). Key role in rebranding the company including brochures, HR employee guides, training guides and a quality ISO-driven employee induction. Helped the company achieve ISO 9001 and implemented P&Ps. Solved IT problems with hardware and software. Involved in the branch network to improve facilities. Arranged and managed relationships with key charitable partners to the business – for example partnered with British Lung Foundation to help raise their awareness and deliver lung testing in the branch network. Central role in project managing the build of the new premises (£3.2million) including colours, furniture fit out, facilities, IT hardware and software, telephony systems, organised the move from old premises to new, etc. Conference management.

Title: PA to Directors (Feb 12-Sept 14)

Duties: PA to directors including diary management. Organising travel bookings, meetings, etc. Rebranding and remarketing of the company projects; creating a company induction programme, researching staff and customer loyalty card, creating posters and points of sale for the branches and collating, editing and writing the company magazine. Active role in the Weight Management Clinic – arranging appointments for the patients and the MDT advisors, updating progress reports, KPIs and literature. Safeguarding training.

*Achievements:*

* *Promoted to Office Manager from PA to Directors in 2014.*
* *Became an assessor in 2012 and helped several employees achieve their Customer Service NVQ2.*
* *Rebranded the company. This included artwork for vans, new website, design of touchpoints, yearly promotions, company brochure, HR employee guides, help guides, training manuals, ISO quality driven employee induction, business cards, letterheads, employee birthday cards and so on. I refreshed the company image to a more modern, fresh look which was reflected in the new company premises.*
* *I played a central role in project managing the new build of the new premises. This included furniture, hardware and software, telephone and network systems.*
* *Helped the company achieve ISO 9001 in 2015. Wrote policy and procedures and implemented the systems to achieve this.*
* *Designed and wrote the first company induction. This was rewritten to reflect improvement in quality, standards and performance in 2015. ISO assessor approved the document.*
* *Set up eLearning platform and training platform for the branch network and head office. This included videos, help guides and training matrix. Logged feedback to help retain the Matrix standard.*
* *Designed and edited the company magazine taking it from 2 pages to 20. Introduced the company e-shot – a mailing to the branch network with news in between the quarterly magazine.*
* *Developed key partnerships for the company such as charitable partners.*
* *Kick started the employee recognition programme with birthday cards and service recognition.*
* *Created and maintained company profiles on social media sites such as LinkedIn, Twitter and Facebook to raise the company profile in the pharmacy sector.*
* *Created mini videos that were published to YouTube to help raise the company profile and to advertise the company to customers and potential candidates.*
* *Arranged all aspects of the yearly conference for 150 people, including presentations and working to a budget.*

Jun 11-Feb 12 Creative Ceilings (UK) Ltd

Unit 1, The Vulcan Centre, Dixon Street, Wolverhampton WV2 2BS

Creative Ceilings (UK) Ltd is a small (7 employees) stretch ceiling company.

Title: Administration Manager

Duties: PA to director including diary management. Organising travel bookings, creating and raising quotations, invoices, orders and job sheets for the installers. I had to liaise with suppliers, clients and sales representatives to keep any follow up to quotations/job implementations running smoothly. Ensuring the office is well stocked, clean and tidy. Handling post. I also followed installations from start to finish, providing effective aftercare to retain customer satisfaction.

*Achievements:*

* *Overhaul of entire filing system and templates to present a professional working office and to enable easy cataloguing of client files.*
* *Creation of a detailed quotation and invoice log, travel log and sales representative document making good use of hyperlinks and v-look up functions in order to bring company in line with modern working practices. The spreadsheet allowed for quotations and outstanding invoices to be located and chased accordingly.*
* *Re-organisation of the Amphis Customer database to enable full use and function of the software. All clients, quotes, invoices and files were bought up to date and re-ordered to enable the data to be interpreted correctly and to allow the clients to be contacted efficiently.*
* *Training the director on use of email calendars and ensuring his diary, events, emails and travel accommodation was received and auctioned accordingly.*
* *Created and maintained company profiles on social media sites such as LinkedIn and Facebook to raise company awareness in the construction and design sector.*

Dec 08-Mar 11 CPW Logistics Centre

Units 4/5, Bilston Road, Wednesbury WS10 7JN

Carphone Warehouse is a large (5000+ employees) retail company.

Title: Logistics Senior Administrator

Duties: As previous position including travel bookings, covering in manager’s absences, ordering supplies and uniforms, implementation of new database systems, in-depth reporting and liaising with senior managers on projects.

*Achievements:*

* *Created and maintained an online database for TMs to help manage their teams. It allowed the managers to access everything about their teams in a single click. It contains all aspects of the employees T&A including start date, induction pack (that I also created) absences, HR forms, weekly, monthly, quarterly and yearly figures. I conducted training and created help manuals for the managers.*
* *Creation of a detailed travel log and order supply document making good use of hyperlinks and v-look up functions.*
* *Implemented an online filing system for the ERadmin department allowing faster access to process investigations.*
* *Researched and created several user guides for employees to assist whilst using unfamiliar systems.*

2005-2008: CPW Logistics Centre

Units 4/5, Bilston Road, Wednesbury WS10 7JN

Title: Main Receptionist/Admin

Duties: All aspects of running and maintaining a busy reception. Answering telephones, meeting and greeting guests, arranging site passes for guests and new employees. Compiling packs for new starters/leavers. Operation of time and attendance system, producing reports and data collation for payroll and HR. Liaising with agencies to ensure smooth operation regarding temporary staff and payroll. I assist the directors PA including sourcing information and organising travel arrangements for managers. Control the booking of meeting rooms and diary management. Presentations, posters, and menu design using for display on site. Ensuring the reception areas are kept tidy and correct information is on display. Dealing with HR issues and any issues/queries the employees may have.

*Achievements:*

* *The creation of the reception area, functions and what the role entailed.*
* *I reorganised the Time and Attendance facility to create a more efficient and accurate reporting tool; this enabled in-depth reporting.*
* *Created a new starter information pack to ensure a smooth induction and friendly welcome on the employees first day.*
* *Implemented and created the “Reception Handbook” – this is an excel workbook that contains links to all the files used and vlookups for management. It collated every file in one place, so they were easily found.*
* *I remodelled the eXguard door access system, which allowed greater security and easier understanding of permitted entry.*

**Previous roles throughout my work history have included:** Sales Administration Support, Customer Relations Officer, Branch Administrator for recruitment agency where I achieved Administrator of the Month and Year, Promotions Manager, Retail Assistant (which I held managerial responsibilities in manager’s absence), Promotional Crew Member and Courier. I was employed as Promotions Manager for a record label and main duties revolved around booking and arranging shows and parties. I also used to run a small event planning business organising themed events.