# **Camellia Edwards**

# **CamelliaEdwards@yahoo.co.uk 07860 256 674**

I am a very motivated, conscientious and hardworking individual. I have excellent time management skills, I have good problem solving skills as well as interpersonal skills. I am adaptable, versatile and reliable. I can also to reflect on my practice to learn. I work well within a team but also can work autonomously. I also have good communication skills, able to use various methods to communicate, including non-verbal communication. I am punctual, hardworking I can follow direction as well as using may own initiative.

**Experience**

**Security/Reception**

**Birmingham City University Security/Reception March, 2018– Present)**

* First Point of contact for University, Visitors and Library
* Using Knowledge and Judgement to refer all enquiries
* Access control in the building
* Strong knowledge of the University Access control software
* To Assist Security with a range of administrative duties
* Strong Knowledge of the University, campus, Geography, structures & events
* Monitoring of CCTV equipment
* Dealing with general & specific enquiries
* Issuing ,Storing and receiving keys
* Monitoring and logging lost property
* Maintaining Reception areas clean & tidy
* Ensuring private & confidential paperwork is kept secure & disposed of per GDPR
* Supporting students
* Distributing resources for students and staff
* Training Staff
* Helping with Enrolments including international UKVI Checks
* Responsible for out of operation of hours messages Email, retrieving, routing messages daily
* Keeping information around Reception up to date & relevant
* MS Packages including Excel
* Fire Marshall Trained
* Proficiency in operating University Carpark Software
* Booking Car parking, issuing Permits and validating parking
* Assist in enchasing security around Reception Areas
* Co-ordinating and maintaining information resources and materials for use in reception duties
* Devise and implement new systems to streamline Customer Service security operations
* Ensuring Contractors working in the building have the correct permits
* Ensure students, staff & visitors all receive the ultimate customer service.
* Dealing with delivers and outgoing mail

**Office Administrator**

**Capita Health and Wellbeing, Fort Dunlop, B24 9FD (Sep, 2015-Dec, 2018)**

1. Managing new starters and leavers process.
2. Liaising with team members (from all parts of the business) to manage training, meeting bookings, equipment supplies.
3. Boking travel/accommodation for Executive team Members
4. Booking training days for staff
5. Making/designing all Id cards for all staff
6. Working closing with Logistics
7. Managing various room bookings for all staff
8. Completing communications across the business.
9. Linking with others to organise events (including travel and logistics).
10. Completed risk assessments, Managed office health and safety.
11. Working closing with the facilities team
12. Sending out relative information to staff I.e. staff bus a cancellations
13. This is further to the highlights below as a receptionist within Capita.

**Receptionist**

**Capita Health and Wellbeing, Fort Dunlop, 6th Floor B24 9FD** (**Jan, 2013 – Aug, 2015)**

## *6th Floor Receptionist*

* Meeting and Greeting all visitors/ internal and external
* Answering emails in professional and trimly manner.
* Ensuring the Reception area is maintained to an excellent standard.
* Ensuring Fire Alarms checks are completed weekly
* Answering telephone calls and redirecting effectively
* Booking Meetings for staff
* Ensuring all stationary is supplied
* Booking travel arrangements for guests
* Disturbed company announcements

**Clinic Receptionist**

**Capita Health and Wellbeing, Fort Dunlop, B24 9FD (July, 2013 – Nov, 2015)**

## Providing meet and greet service, ensure health and safety was followed (ID given/fire exits etc).

Ensuring the Claimants are aware where the facilities are in the venue

1. Checking all room are in a clean state.
2. Able to work within timeframes, and manage work efficiently.
3. Working with other members of the team to support schedules.
4. Developed and maintained an internal client filing system
5. Frequent use of IT systems, using Microsoft packages.
6. Managed appropriate record keeping systems.
7. Working closing with the Landlord

**Supervisor**

**Guess Store, Bicester Village** (**March, 2011 – May, 2013)**

1. Responsible for opening and closing the store, this included the financial tasks associated (balancing till and float).
2. Organising staff rota and shift pattern.
3. High achiever in meeting sales targets.
4. Managing staff workshops and training days on a regular basis.
5. Being the link for customer relations, dealing with any issue that arose on a daily basis.

Managing stock levels and stockroom

## Key Holder-Sales Assistant

## *Valentino, Bicester Village (Jan, 2007 – Feb, 2011) Senior Sales Assistant (Key Holder)-*

1. Key holder for the store, responsibility to open and close, and monitor cashing up.
2. Customer focused role.
3. Customer service, ensuring customers are happy, store is clean and tidy.
4. Using multiple communication methods to liaise with other offices based worldwide, ie email, post, teleconference etc.
5. Sales target role
6. Working with international Customers and Clients
7. Managing the stockroom, and collating data for head office.

**Iceland, Kingstanding** (Aug, 2004 – September, 2007*)*

1. Customer facing role.

* Managing stock replenishment and stock take
* Filling the shop floor
* Using the Cash Desk
* Organising home delivery orders.

## Education

2007-2009 **Coventry University**

Higher National Diploma: Advertising and Media

2005 **Birmingham Metropolitan College**

BTEC – Merit in Media Studies

2004 **St Paul’s Girl School**

11 GCSEs, A-C

**Skills**

* Competent in MS Packages Word, Excel, PowerPoint).
* Excellent customer support and relations skills
* Travel administrator experience

#### Additional Information & Interests

In my spare time, I take great pleasure in cooking following recipes and them making them my own, I love to entertain for my family and friends spending time with them. I enjoy playing/ watching Sports Tennis and Athletes are two of my favourite.

***References available on request***