Charlotte Green

12 The Laurels

Kingsbury

Tamworth B78 2PH

Date as Application

Dear Sirs,

**RE: Job Application advertised on website**

I am currently seeking full time employment and am writing in reference to the above job application. I have enclosed my CV for your perusal and as you can see, I have a lot of experience in my career as an Administrator across a wide discipline of industries.

I can offer your company a lot of skills for instance; commitment, team work, punctuality, flexibility, hardworking individual, using technical skills gained from previous employments, making sure that the Customer/Client are 100% happy and am technical minded when it comes to using a PC/programme process.

I am willing to try most tasks that your company can offer and am confident I have the attributes what your company is looking for. I am prepared to accept any training that is necessary to undertake any suitable vacancy your company may have available.

I am available for an interview should you consider to take this application further and would like to thank you in advance for taking the time to look at my CV and consider me for employment within your company.

Yours faithfully,

Charlotte Green

07784725060

Enc.

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| 12 The Laurels, Kingsbury, Tamworth B78 2PH  Tel: 0778 4725060 Email: [charlottesophiegreen@hotmail.co.uk](mailto:charlottesophiegreen@hotmail.co.uk) |

**Charlotte Green**

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| Objectives & Achievements  **Qualifications & Education** | I am a hardworking, punctual, committed, flexible individual, team player, capable of working unsupervised with a positive proactive approach to my work and an eye for detail. I cope well under pressure and produce documents to a high standard and to a deadline. I have knowledge of customer service skills in sales and in an administrative background.  I have an understanding in all aspects of computers and am competent with administration duties. I am wishing to enter a company where I can further my career within administration, for the long term where my abilities can be utilized and above beyond. I have a full clean UK driving license and my own car. | |
| **2019 CITB** SEATS Awareness Course = passed  **2019 New Skills Academy** Customer Service Bundle = passed CPD  (Customer retention, face to face, email etiquette, communication, caring, telephone & rescuing difficult customers)    **2018 Johns Academy** Home Garden Landscaping = distinction CPD accredited  **2001 - 2004 The University of Birmingham (Studied at) Birmingham College of Food, Tourism & Creative Studies**  BA (HONS) Tourism Business Management = 2:2    **1999 – 2001 Birmingham College of Food, Tourism & Creative Studies**  BTEC National Diploma in Travel & Tourism = Merit  Including Advanced Key Skills Level 3  Spanish Beginners = Pass  The John Slaughter Memorial Award for Overcoming Obstacles to Study  City & Guilds, Association of British Travel Agents, Primary = Pass  **2000** Welcome Host = Pass  **1999 - 2000** NCFE Resort Representative = Pass  **1994-1999 Henley in Arden High School**  Double Science Award = CC  French = C  English (Speaking & Listening = C) = D  Mathematics = D  Food Technology = D  Geography = E  History = F      **Employment**  **Jan ‘19 – present McLaren Construction** Document Controller / Site Secretary  Providing document control and site secretary administration for the team, building a £20m student accommodation in Coventry.   * Issuing drawings, printing drawings * Typing of documents * Compiling departments report sections into one document using Adobe Acrobat * Filing documentation on the server, files and Viewpoint system * Ordering stationery, cleaning materials, PPE and site extras * Ad hoc work * Meet and greet visitors * Viewpoint, Windows 10, Adobe Acrobat     **Oct 2018 – Jan 2019 Bovis** Commercial Administrator   * Receiving invoices from contractors, raising variation orders, raising orders * Completing the orders matrix and raising draft certificates * Microsoft office 365 * Windows 10 * COINS     **Oct 2014 – Oct 2018 Aurora Living/MCH Ltd** Document Controller   * Collate information for O&M Manuals for Clients * Process, filing and manage the distribution of drawings for developments using Project Vault/in house system * Checking of documents and assist colleagues with anything help they may need * IT Administrator, logging IT issues from colleagues, liaise with IT on help required/issues, log issues with IT company * Construction Department administration work, logging weekly H&S docs, chasing sites for information * Attend team meetings where necessary * Logging Commercial emails, printing & logging applications, raising orders/variation orders * General admin duties, reception phone call answering, meet & greet visitors * Use of Microsoft package, Project Vault, limited knowledge of COINS   **Mar 2007 – Oct 2014 Kier Construction Central** Administrator     * In charge of collating and putting together the Operation and Maintenance Manuals * Document Controller: Set up the register and receipt and issue drawings to site, maintain the filing for the drawings/emails and keeping the EDMS tidy * General admin duties, change the Server Tape for IT as an when required, Point of contact for drawing plotters & photocopier if they breakdown to call engineer & order paper/toner * Provide cover for Estimating Administrator which included: downloading tenders and printing, sending out enquiry CDs, distributing emails * Buzzsaw, 4projects, in house Kierdoc, Microsoft Office 2010, XP   **Aug 2005 – Mar 2007 BSMHT Social Services** Clerical Work   * Ten Acres Centre part of Birmingham & Solihull Mental Health NHS Foundation Trust * Taking duty calls for Mental Health Act assessments and passing on to the Duty Worker/case worker * Typing letters / documents, booking NHS patients in for appointments, reception duties answering the phone, meet & greet service users * Providing the highest confidentiality of service users details/filing of notes * Microsoft Office, XP     **August 2005** **AIS Ltd** Admin Assistant   * Here I gained valuable insight into the company’s Furniture Department * This role included general copy typing and data entry onto spread sheets and general admin duties   **Nov 2004 – Apr 2005** **Johnsons Coaches** Reservation Agent   * I previously worked as a reservations agent for a Couch Holiday Specialist. My duties here included * Customer reservations and queries and general administration duties, processing bookings and ordering brochures   **May 1999 – Sept 2001 Solaire Holidays** Reservation Agent   * Selling holidays and ancillary products face to face and over the phone, booking holidays onto the company’s in-house reservation system * Maintaining the highest level of customer service at all times and general administration duties, brochure mail outs and dispatching ticket packs | |  |
| References | |  |
| 1 Personal Reference  Available upon request | |  |

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2 Company Reference

Available upon request