**Sian Woodworth**

184 Jubits Lane, Sutton Manor, Saint Helen’s WA9 4RX

Mobile: 07472143351 Email: sianwoodworth@sky.com

A reliable, responsible and enthusiastic person with a friendly and easy going personality who takes pride on being hardworking. Easily adaptable to many different types of workplace whilst having the ability to work individually or as part of a team.

Has a dedicated approach and excellent planning abilities ensuring work is prioritised whilst giving maximum effort to ensure all targets are met, both financial and project deadlines.

1. ICT Skills – excellent IT skills including Microsoft Office 03/07 in all applications and commercial/bespoke databases. Currently passed BCS ECDL.
2. Administration – very highly organised and experienced in a wide range of processes, including record filing, data analysis, ordering & invoicing supplies.
3. Communication – has strong confident oral, written & word-processing skills. Highly confident, has excellent listening skills.
4. Committed – has a dedicated approach to work making sure it is prioritised whilst giving maximum effort to ensure all targets are met.
5. Trustworthy – able to build the respect of colleagues and managers with a positive attitude and able to work together with people of all ages.

2017 **Tenant Liaison Officer** Arcus Limited

Responsibilities:-

* Pre entry visits
* Visiting tenants in their homes and to advise them on when and what work is being carried out
* Act as a main point of contact for the tenants to deal with any queries/problems they may have.
* Contacting site managers from housing associations
* Updating weekly programmes
* Attending tenant forum meetings to advise tenant of what works are being carried out
* Monitor customer complaints and resolving any issues

2014- 2017 **Network Engineer** Openreach

Responsibilities:-

Handling disruptions of service.   
Producing solutions in advance to deal with problems as they arise in the field.    
Troubleshooting equipment and technical problems occurring in the field or arising through inspections.   
Installing and repairing telephone lines. .   
   
Skills Used   
- Problem solving   
- Physical strength   
- Ability to work independently   
- Ability to prioritise   
- Ability to work under pressure   
- Excellent customer service skills    
- The ability to work under pressure, frequently in the field in adverse conditions

2013- 2014 **Tenant Liaison Officer**  CLC Group Limited

Tenant liaison officer for CLC group limited.

My main duties are:

* Answering high volume of telephone calls.
* Arranging appointments for works to be carried out in tenant’s homes and scheduling various tradesman to attend.

General Day to day work which includes general admin duties

* Going out to tenants houses doing Pre Entry Survey’s before the works start.
* Attending tenant liaison meetings, hand delivering letters to tenants informing them of when work will commence on their properties.
* Entering tenants properties to check works carried out. Arranging site packs method statements, risk assessments and asbestos surveys for each property.

2013 **Tenant Liaison Officer** Wates Living Space

Tenant Liaison Officer for Wates Living Space.

My main duties are:

* Going out to tenants houses doing Pre Entry Survey’s before the works start.
* Liaising with members of Flintshire Council and colleagues at Wates head office.
* Liaising with council tenant’s i.e. dealing with their queries complaints and concerns.
* Arranging appointments for works to be carried out in tenants homes and scheduling various tradesman to attend
* General day to day work which includes general admin duties.

2012 **Administrator** /**Tenant Liaison Officer** Forrest Limited

I was currently working as senior administrator and Tenant Liaison Officer for Forrest, a social housing redevelopment company. My main duties are:

* Liaising with council tenant’s i.e. dealing with their queries complaints and concerns.
* Liaising with colleagues in Forrest’s head office on behalf of my contracts manager and members of Wrexham council.
* Answering high volume of telephone calls.
* Arranging appointments for works to be carried out in tenants homes and scheduling various tradesman to attend.
* General day to day work which includes general admin duties.

During the course of my role with Forrest I have also been required to take on additional duties on an ad-hoc basis, which are as follows:

Attending tenant liaison meetings, hand delivering letters to tenants informing them of when work will commence on their properties. Entering tenants properties to check works carried out. Arranging site packs method statements, risk assessments and asbestos surveys for each property.

2011 **Administrator** TreadWarm Limited

1. Dealing promptly with a high volume of incoming calls from clients and organisations and forwarding them to the relevant person or department
2. Sort, review, screen and distribute incoming and outgoing mail
3. MS Word, MS Excel, MS Outlook, Sage
4. Management and updating of data inputting work onto the computer
5. General day to day work which includes general administrative duties

2010 **Administrator** Vehicles for Business

Involved in the day to day running of a busy and lively vehicle leasing company, lively team, having excellent communications skill and upholding the high level of the company’s customer service at all times. Main duties involved;

1. Use of specialist computer data systems
2. General Administration work
3. Any other task as required
4. Dealing with problems over the telephone
5. Using Microsoft word, Excel and Sage

2006 – 2010 **Sales Assistant** Boots the Chemist

Working in a large pharmaceutical store carrying out a number of important roles including;

1. Perfumes – knowing about the different fragrances and able to advise customers
2. Point of Sale – responsible for the tills, ensuring they were covered at all times
3. Housekeeping – making sure the area was clean and uncluttered with correctly placed goods
4. Pharmacy department – training to become a health care assistant
5. Cash handling – assisting the manager to secure the cash and lock up the premises at the end of the day.

2012 – Passed CSCS Test

2011 - **Harlech College**

ECDL

Skills Award including team-building, time management and conflict management

Diploma in Project Management

2006 – 2009 **West Cheshire College**

National Diploma in Uniformed Public Services

BTEC First Diploma in Public Services

2001 – 2006 **St. David’s High School**

Gained 8 GCSE passes

Full driving licence with own transport

References available on request