# **Pamela Vickers**

Location: Prescot, Merseyside

Telephone: 07453 970242

Email: pamvick@hotmail.co.uk

# Professional Statement

Over the last 5 years, as an employee of Warmer Energy Services, I have gained in depth communication skills whilst remained professional and approachable at all times. I am a strong team player who is capable of working under pressure with a high level of personal integrity, reliability and discretion. I have an advanced proficiency in computer software in addition to strong organisational skills whilst retaining attention to detail. I continually show enthusiasm, punctuality and always looking to enhance my career and help to improve the company which I work for.

# Skills

* Computer Software – Microsoft Office, Accuserve, Salesforce and Fusion
* Team member – working both as an individual and within a team, taking a leading role when needed
* Problem solving – adapting to roles whilst continually improving methods
* Time management – working towards contract deadlines
* Customer centred work – telephone call handling and managing customer complaints
* Target driven – working towards company Key Performance Indicators (KPIs)
* Communication – experience attending meetings, face-to-face and through conference calls
* Ability to work under pressure – through self-motivation and meeting targets

# Education

|  |  |
| --- | --- |
| Dates: | 24th April 2013 |
| College Names: | Elite Training |
| Qualifications: | Green Deal Advisor / Domestic Energy Assessor |
|  |  |
| Dates: | 1985 – 1987 |
| College Name: | Sight & Sound College |
| Qualifications: | Secretarial / Clerical Diploma |
|  |  |
| Dates: | 1980 – 1985 |
| College Name: | Prescot High School |
| Qualifications: | Cse – English, Maths, Geography, Childcare, French |

# References

Available on Request

# Employment

|  |  |
| --- | --- |
| Dates: | 1st March 2019 – Present |
| Company: | Warmer Energy Services |
| Job Title: | Smart Meters, Energy Advisor / DEA / Tenant Liaison Officer (TLO) |
| Responsibilities: | To be professional to customers and respect their homes  Booking appointments with clients for Scottish Power Social Housing, using Fusion Software, raised Purchase Orders to replenish stock. |
|  |  |
|  |  |
| Dates: | 12th June 2018 – 28th February 2019 |
| Company: | Warmer Energy Services |
| Job Title: | DEA / Compliance Co-ordinator/ Tenant Liaison Officer (TLO) |
| Responsibilities: | To be professional to customers and respect their homes  Inputting accurate information to Stroma/Land Register  Advising customers on Green Deals, Booking appointments & planning routes. Communicating with contractors and admin staff with our company and external companies. Checking all paperwork for compliance before submitting. |
|  |  |
|  |  |
| Dates: | 1st January 2018 – 11th June 2018 |
| Company: | Warmer Energy Services |
| Job Title: | Account Manager |
| Responsibilities: | To work closely with Clients and staff to make sure Key Performance Indicators are met. Dealing with complaints in a professional manner. |
|  |  |
|  |  |
| Dates: | 3rd February 2015 – 31st December 2017 |
| Company: | Warmer Energy Services |
| Job Title: | DEA / Tenant Liaison Officer (TLO) |
| Responsibilities: | To be professional to customers and respect their homes, while informing them of work which will be carried out in their homes, dealing with concerns or complaints they may have.  Inputting accurate information to Stroma/Land Register  Advising customers on Green Deals, Booking appointments & planning routes. Communicating with contractors and admin staff with our company and external companies. Communicating with the Tenants to ensure smooth contracting work is undertaken for the installation of Air Source Pumps. |
|  |  |
|  |  |
| Dates: | 1st September 2014 – 2nd February 2015 |
| Company: | Warmer Energy Services |
| Job Title: | DEA / Compliance Co-ordinator |
| Responsibilities: | To be professional to customers and respect their homes  Inputting accurate information to Stroma/Land Register  Advising customers on Green Deals, Booking appointments & planning routes. Communicating with contractors and admin staff with our company and external companies. Checking all paperwork for compliance before submitting. |
|  |  |
|  |  |
| Dates: | 23rd June 2013 – 31st August 2014 |
| Company: | Warmer Energy Services |
| Job Title: | Domestic Energy Assessor |
| Responsibilities: | To be professional to customers and respect their homes  Inputting accurate information to Stroma/Land Register  Advising customers on Green Deals, Booking appointments & planning routes. |
|  |  |
|  |  |
| Dates: | 28th April 2013 – 22nd June 2013 |
| Company: | Solar Crown Uk Limited (Solar King) |
| Job Title: | Domestic Energy Assessor |
| Responsibilities: | To be professional to customers and respect their homes  Inputting accurate information to Stroma/Land Register  Advising customers on Green Deals. |
|  |  |
|  |  |
| Dates: | 23rd February 2009 – 27th April 2013 |
| Company: | Royal Mail |
| Job Title: | Postwomen |
| Responsibilities: | Delivering letters & Parcels  Sorting & Delivering Mail  Confidentiality  Working to Tight Deadlines  Maintaining A Professional and Positive Image  Ensuring Customer Care Is Provided |
| Achievements | Certified First Aider |
|  |  |
|  |  |
| Dates: | 17th August 2008 – 22nd February 2009 |
| Job Title: | Unemployed |
|  |  |
|  |  |
| Dates: | 14th November 2006 – 16th August 2008 |
| Company: | St Helens Council |
| Job Title: | Clerical Assistant (Cowley Language College) |
| Responsibilities: | IT Skills  Communication via telephone, e-mails, letters and face to face |
|  |  |
|  |  |
| Dates: | 5th January 2006 – 13th November 2006 |
| Company: | Forrest Recruitment Agency (Polar Ford / United Utilities) |
| Job Title: | Switchboard Operator / Receptionist |
| Responsibilities: | Maintaining professional image  Manage & organise room bookings  One to one customer dealings  Working under pressure |
|  |  |
|  |  |
| Dates: | 2nd April 2001 – 4th January 2006 |
| Company: | St Helens Council |
| Job Title: | Clerical Officer (School Governor Section) |
| Responsibilities: | Dealing with queries  Knowledge of Legal & National Requirements  Liaison with Schools, Parents & Councillors  Organising meetings & training courses  Preparing materials for meetings  Minute Taking |
|  |  |
|  |  |
| Dates: | October 1997 – March 2001 (evenings) |
| Company: | ASDA Superstore |
| Job Title: | Counter Assistant / Checkout Operator |
| Responsibilities: | Dealing with customers’ needs  Polite and Professional manner  Dealing with counter orders  Handling cash / bank cards |
|  |  |
|  |  |
| Dates: | September 1999 – March 2001 (mornings) |
| Company: | St Helens Council |
| Job Title: | Classroom Assistant |
| Responsibilities: | Helping children with reading & writing  Attending school outings |
|  |  |
|  |  |
| Dates: | 1994 – August 1999 |
| Job Title: | Maternity / Housewife |
|  |  |
|  |  |
| Dates: | 1989 – 1994 |
| Company:  Job Title: | Spring Grove Services  Data Inputter  Inputting correct data for future orders |