

# FELICITY CRAFT

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## PROFILE

Everyone needs to be challenged in their career - and I'm more than ready for a new challenge in mine. After nearly eight years with my previous employer, I'm looking forward to taking up new opportunities that give me room to learn and grow. I would love to be surrounded by a supportive team who can identify my skills and where they can best be used.

A friendly, approachable person, I bring enthusiasm, creativity, and curiosity to everything I do and love nothing more than being given a new problem to solve. Organised in every facet of my life (I love a good plan!), I still remain flexible and calm when things go wrong.

My resourcefulness and eagerness to learn saw me grow within my previous workplace to a level of responsibility that I am proud of and now sees me ready to take on a new, more stimulating role.

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## WORK EXPERIENCE

02/2017 -  
03/2022

### **Shorecare Medical Services**

Administration and Marketing Manager

- Establishing and running of the Shorecare community based assessment centre for COVID-19 March - July 2020
- Maintenance and updates of the company Squarespace website, SharePoint intranet and social media pages
- Content creation and scheduling of marketing materials
- Relationship building with our advertising partners
- Customer service via phone and email - first port of call for customers contacting administration
- Arranging and coordinating staff and company events
- Coordinating meetings of the management team
- Daily use of the Microsoft Office suite
- Support to the wider management team by jumping in when and where needed - operations, payroll, and rostering.
- General administrative tasks
- User acceptance test plan creation and execution for practice management software

## WORK EXPERIENCE CONTINUED

04/2014 -  
02/2017

### **Shorecare Medical Services**

Reception

- Front desk customer service
- Customer invoicing and payments
- Building and maintaining rapport with customers
- Phone call queries
- Cash handling
- Appointment scheduling
- Staff training
- Assisting with clinical operations
- Assisting with IT troubleshooting

2013 - 2016

### **The Sweet Eatery**

Founder & Business Owner

- Baker
- Recipe development
- Customer service and sales
- Maintaining website and social media
- Processing and fulfilling orders
- Generating new business opportunities
- Accounts
- Deliveries
- Anything and everything

2012 - 2013

### **Chocolate Earth**

Bakery Assistant and Barista

- Customer service and sales
- Coffee making
- Cash handling
- Assisting in the kitchen with baking, decorating and cleaning
- Training new staff

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## SKILLS

- HTML
- CSS
- Organised
- Driven and self motivated
- Detail oriented
- Great time management
- Ability to handle pressure well
- Creative
- Problem solver
- Excellent communication and interpersonal skills

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## CERTIFICATIONS

- ISTQB Certified Tester Foundation Level, completed February 2022

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## REFERENCES

Available upon request.