

# Anna Lorenza

Preston - Email me on Indeed: [indeed.com/r/Anna-Lorenza/c4f1fe933eee35c7](https://www.indeed.com/r/Anna-Lorenza/c4f1fe933eee35c7)

## WORK EXPERIENCE

### Office Administrator/Manager

A D Systems Uk Ltd - Preston - November 2015 to May 2016

Anna Lorenza

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#### Administrative & Customer Service Professional

Enthusiastic, reliable and hardworking administrative professional with extensive experience within both commercial and public sectors. Demonstrated ability of oversee all aspects of day-to-day office management. Friendly and outgoing and always diplomatic when liaising with people. Highly organised, prioritise and multitask to ensure all deadlines are met. Excellent written and verbal communication skills. Innovative and creative problem solver.

#### Areas of Expertise

- Customer Liaison • Negotiating • Microsoft Office
- Database Management • Relationship Management • Sage 1 Computer System
- Accounts Payable & Receivable • Inventory Control • Data Entry

## PROFESSIONAL EXPERIENCE

Office Angels Recruitment, Badenock & Clerk Recruitment, Hays Recruitment & Clayton Recruitment, Aug 2016-Mar 2017

### Temporary Employee

Worked for several local businesses performing the following duties:

- Receptionist/Administrator
- Customer Service Administrator - meet and greet customers, and answer phone and email inquiries
- Direct telephone and email enquiries to relevant departments
- Input data on to in house computer system
- Updated customer surveys for monitoring purposes
- Opened and distributed daily post

A D Systems (UK) Ltd, Nov 2015-May 2016

### Office Manager/Administrator

- Performed all aspects of office administration using the latest Windows 16 package including excel spread sheets.
- Served as customer liaison.
- Processed invoices and staff expenses.
- Negotiated best prices on stock and training course bookings.
- Scheduled vehicle reports maintenance.
- Updated legal documentation, company insurances, etc.
- Renewed yearly contracts and applications for further business and legal legislation.

- Purchased office equipment and consumables.
- Met with clients taking minutes, providing weekly reports for client update.
- Managed employee annual leave and sickness.

Cablespeed Ltd, Apr-Jun 2015

Purchasing Stock Control

Assisted accounts and production manager with the smooth flow of stock control and any other administrative duties required. Oversaw inventory control. Used Sage 1 computer system, telephone and email services.

Fylde CNC Ltd, Jan 2014-June 2015

Pre-Despatch Inspection

Inspected products to ensure the goods were satisfactorily made without defect.

Homeserve UK, Oct 2013--Jan 2014

Customer Services Administrator

Liaised with outside contractor engineers to report and update on repairs carried out on insured homes..

Yodel UK, Oct 2012-Aug 2013

Administrator

Managed office and dealt with customer delivery and collection queries, liaised with drivers in the warehouse to ensure deliveries are on schedule to the customer. All work involved a fair amount of investigative work using up to date global positioning satellite to show when and where deliveries took place and re-directing drivers to locations.

Clarke & Partners, May 2012-Aug 2012

Service Administrator

Dealt with NHS patients who use wheel chairs, arranging over the telephone or via fax requests to repair, collect or deliver new wheel chairs. Processed work orders, prioritised work load, database maintenance, query resolution and general filing.

UK Good Deals Ltd, May-Nov 2011

Customer Service Advisor

Answered telephone calls, kept accurate records of customers' accounts and set up new customer accounts.

G4S, Feb 2005-Apr 2011

Senior Custody Officer, Hertfordshire Magistrates Court

Organised and oversaw day-to-day office management. Liaised with court officials, solicitors and company management to ensure prisoners were looked after and their needs were met.

#### QUALIFICATIONS

Carlette Park College Wirral, Physical Education

Birkenhead Tech College, General Certificate in recognition for N.C.P.L.A (National Certificate of Play Leaders Association)

Counselling Beginners Course, Level 1/6 Attained

British Sign Language Course, Level 1/6 Attained

Neston County High School South Wirral Cheshire

O Level - English - grade B, Mathematics - grade C, History - grade C, Biology - grade C, Commerce- grade C, Geography - grade D, Physical Education - grade A, Human Biology - grade A