

Hope Sugden

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PROFILE

Knowledgeable accounting graduate offering practical communicative, administration and problem-solving skills. Interested in software development and started learning html. Self-starter. Experience working in a customer facing role within a finance department using my own initiative to work independently. Reliable and collaborative team member, looking for an opportunity to learn new skills and develop current abilities.

KEY SKILLS

Creative Problem-solver Perseverance Organised Time-Management Team-working
Adaptability Attention to detail Flexibility Patience Trusted SAP and salesforce
experience IT experience Proficient in Microsoft Excel

ACCOMPLISHMENTS INCLUDE

Successfully managing holiday cover during busy periods and earned a shoutout on a weekly international company wide call.

Saw the silver lining in the 2020 lockdown during furlough and used my free time to start a successful online shop.

Created an audit handbook for small parishes in the Diocese of Portsmouth.

EMPLOYMENT HISTORY

RIM Logistics

Finance & Operations Assistant

February 2020 – Present

- A temporary role which became a permanent position after proving myself to be a valuable asset to the team.
- Initially a finance position but quickly moved on to helping in other aspects of the business where needed.
- Responsible for a handful of global accounts.
- Coordinating warehouse activities to ensure inbound and outbound lead times are accurate and managed efficiently. Prioritising orders to ensure delivery deadlines are met.
- Processing incoming orders and liaising between the customer and the warehouse to solve any problems.
- Being flexible day to day, ready for any urgent customer requests.
- Managing payables and sales invoices and customer statements.
- Chasing any overdue payments.
- Making urgent payments to suppliers when required.
- Attention to detail checking orders are packed correctly.
- Successfully trained a warehouse employee to create shipping labels on a new system.
- Confident in answering the telephone and speaking to customers and suppliers.

Bobst UK & Ireland

Accounts Assistant

February 2019 – January 2020

- An ongoing position to help the finance department during the implementation of SAP. Able to provide sole responsibility of the department when required.
- Completed a wide variety of accounts tasks using Unity, Excel and Big Change.
- Main duties included matching credit card statements and analysing VAT; raising and posting invoices for stock, maintenance, warranty and recharges; writing and posting journals; answering telephone queries and transferring calls.

- Covering for credit control when needed including taking credit card payments; posting daily cash; reconciling sterling and currency banks at month end; creating customer account statements; sending copy invoices and statements via email and post.
- Exposed to SAP setup.
- Helping to process technician timesheets during busy periods by posting daily expenses, journaling job costs and raising invoices and posting to customers.
- Helping with filing and archiving around the office.

Dalbeg Inn, Australia – McShane’s Produce

Vegetable Picker

June 2018 – September 2018

- Beginning as a picker and packer further developed my attention to detail and time management before becoming a quality controller and team leader. This included managing breaks, filling out the timesheets and running transport.
- A fast-paced environment learning to work efficiently whilst keeping a high standard.
- Organisation skills were essential when helping to develop a method to speed up the counting process and train my successor.

Halfords Head Office

Accounts Assistant

September 2017 – December 2017

- Worked in Credit Control and Accounts Payable departments.
- Responsible for looking after a number of accounts in the Accounts Payable sector in this admin-based role.
- Developed my organisational skills further by processing invoices and booking in stock for the Cycle-To-Work Scheme
- Trained in SAP and Sales-force software.

EDUCATION AND TRAINING

BA (Hons) July 2017 Class 2.1 Accounting With Finance
9 GCSE's and 3 'A' Levels

University of Portsmouth
The Kings School Worcester

INTERESTS

I am interested in learning to code and have started learning html on an app called Sololearn. I enjoy the structure of coding and the logical problem solving used to write successful code. I also enjoy the creative side of making something from scratch.

In 2019 I started a new hobby and taught myself to crochet. During the first lockdown in 2020 I started an online business selling handmade goods on Etsy.

Over the last few years, I have had the opportunity to travel and work in South-East Asia and Australasia, experiencing a wide range of cultures and environments. While travelling, I also enjoyed writing about my experiences on a blog I created.

In my spare time I enjoy keeping fit by hiking, running and swimming. I also enjoy cooking and trying new restaurants and cafes around Birmingham.

I have also recently bought my first home. It was a bigger building and decorating project than first intended but after 4 months of renovations and a lot of help from friends and family, it was ready to move into. I really enjoyed the whole process as well as now having a space of my own.

I am currently in the process of applying to volunteer at the commonwealth games which are being held in Birmingham in 2022. I have had my first interview but am waiting to hear if I will progress to the next stage. It is very exciting that the games are being held in my home city and it will be a once in a lifetime opportunity to be involved.