

LEICESTER, UNITED KINGDOM

# KALA PARMAR

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## EXPERIENCE

### Since June 2015

#### **Team leader** – Next Plc Leicester

I have supervised different departments over the last 7 years, primarily the Correspondence and Courier, over different shifts. Monitoring staff and ensuring workload deadlines were met. Keeping the teams motivated and positive through delegation and recognition.

### Since June 2006

#### **Admin/StepUp Clerk** – Next Plc Leicester

Assist with the management of the department, dealing with customer accounts via phone, email and letter. Dealing with supervisor related enquiries, and monitoring call traffic to ensure the effective use of resources within the department.

## SKILLS

### **Leadership**

Is motivating, inspiring and never giving up when others feel like quitting to help others realize their full potential.

### **IT**

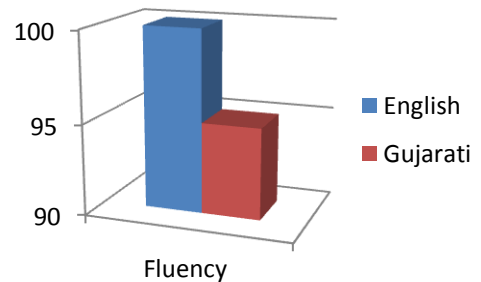
Use Microsoft Office as part of my role and many other 3<sup>rd</sup> party applications to plan and manage the department.

### **Administration**

I have the ability plan, organise and prioritise effectively to ensure standards and deadlines are met

**Positive thinking** always

## LANGUAGES



## EDUCATION

### **1970 - 1974**

#### **Moat Girls School**

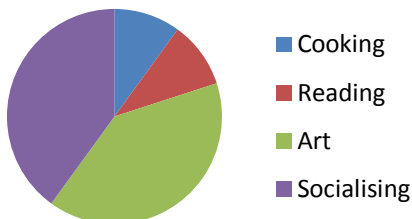
Art, History and English C.S.E

### **1981 - 1985**

#### **Charles Keene College**

Art, History and English O Level

## INTERESTS



## PERSONAL SKILLS

- ✓ **IT Literate**
- ✓ **Delegate Effectively**
- ✓ **Motivate and Inspire**
- ✓ **Self Motivated**
- ✓ **Communicate clearly**
- ✓ **Manage conflict**
- ✓ **Plan and Prioritise**