

Hello, MY NAME IS Kat Creasy

CONTACT



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@thepupdug



Buckinghamshire, UK

STRENGTHS

A friendly personality

Keen learner

Diligent nature

Self-motivated

Administrative skills

SYSTEMS

Microsoft Packages | (inc.
Word, Excel & Office)

Consensus | (customer
relationship manager CRM)

Calibrand | (online exam
software)

ProctorU | (online
invigilation)

SKILLS

Build Responsive Real World
Websites with HTML5 & CSS3
| Udemy | 2019

Self-taught WordPress
experience | 2018

The Web Development
Bootcamp | Udemy | 2018

City & Guilds Dog Grooming
Level 3 | 2017

WORK EXPERIENCE

BUSINESS SUPPORT (Part time)

MINDS ALIKE | NOV 2018 – CURRENT | BUCKINGHAMSHIRE

- General small business support including admin, marketing and advertising.
- Maintaining and updating the WordPress website with new upcoming events.
- Assist with current and new business ideas, organising and setting things in motion.
- Support with current project, building an online course using the WordPress platform.

WORD PROCESSING EDITOR | DISPATCH CLERK (Part time)

RWS GROUP | MAR 2018 – CURRENT | BUCKINGHAMSHIRE

- Excellent computer skills and use of Microsoft Packages (Word, Outlook, and Excel).
- Highly experienced use of SDL Trados Studio (translation software), Kestrel (bespoke file management software, for managing jobs) and PaintShop Pro (photo editing software).
- Ability to work quickly with precision, quality control and attention to detail.
- Troubleshooting and problem-solving corrupt documents.
- Proofreading existing translations to create new versions of foreign documents.

PET SITTER | DOG WALKER | DOG GROOMER (Part time)

LITTLE PAW PET CARE | SEP 2016 – CURRENT | BUCKINGHAMSHIRE

- Providing services for owner's pets; including day care, walking, training and grooming.
- Experience in running and managing a small business.
- Networking with other dog professionals to build business relationships.
- Created bespoke client database to cater for personal business needs.
- Maintaining accurate records and updates of clients and their pets.
- Accounts: generating invoices and maintaining up to date books.
- Building a social media presence & advertising experience to increase clientele.

STUDENT SUPPORT ADMINISTRATOR

CIPFA | JUN 2015 – OCT 2016 | LONDON

- Supported students with registrations, examinations and general enquiries.
- Highly developed computer skills and proficient use of Microsoft Packages.
- Re-designing the 'Students' webpage to make it more student friendly and working with the web team to ensure new designs work. Including pages to support exam preparation and release exam results
- Process new student registrations and update current students to ensure that the Institute's CRM system (Consensus), is accurate and up to date.
- Supported Student Support Manager with maintaining data quality; including data cleansing and data validation for student details and student exam results.
- Preparation of student letters and data extractions and additions-, including welcome letters, exam results and membership offer letters by both manually and using data import tools.
- Assisted with the integration of online examinations using ProctorU and Calibrand including system testing, setting student up with an online account and ensuring procedures and policy put in place to improve and maintain data quality.

EDUCATION

APPLIED SCIENCE | PASS

University of Glamorgan |
WALES

JAN 2009 – AUG 2009

GCSEs/A-LEVELS | A – C

The Chalfont Community College
| BUCKS

2000 - 2006

VOLUNTEERING

MINDS ALIKE ANIMAL TRAINING & BEHAVIOUR

Bucks, UK | 2016-2019

SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS (SPCA)

New Zealand | 2013

SAMARITANS

Amersham, UK | 2012

WOLF CONSERVATION TRUST

Reading, UK | 2010

REFERENCES

Reference available on request

WORK EXPERIENCE (CONTINUED)

BUSINESS SUPPORT COORDINATOR | RECEPTIONIST

MINISTRY FOR THE ENVIRONMENT | JUN 2014 – FEB 2015 | NEW ZEALAND

- Worked collaboratively with other Business Support Coordinators to provide support within the business; including but not limited to; assistance with domestic travel bookings, financial transaction support and co-ordinate meeting room bookings.
- Build and maintain relationships with internal and external stakeholders.
- Assisting the Manager and Facilities Supervisor on renewing/maintaining contractor contracts for the company.
- Working proactively within the team to anticipate future needs and issues and find solutions to address these needs.

FACILITIES ASSISTANT

MARSH | SEP 2013 – DEC 2013 | NEW ZEALAND

- Undertaking key administration tasks within the Wellington branch for Marsh, Mercer and Nera.
- Provide day-to-day office duties including support to the Facilities Manager.
- Open and distribute mail throughout the building.
- Undertake banking on behalf of the company.
- Daily reception duties and additional reception relief when required.
- Ordering of office supplies.
- Co-ordinate meeting room bookings for the business.
- Provide back up support to the rest of the office administration team.

WORD PROCESSING EDITOR | DISPATCH CLERK

RWS GROUP | APR 2012 – APR 2013 | BUCKINGHAMSHIRE

- Work as part of an international team.
- Ability to work quickly with precision.
- File management using Kestrel, a bespoke application used for managing orders.
- Editing translated figures with use of PaintShop Pro, photo editing software.
- Proofreading skills using the translation software SDL Trados Studio.
- Computer skills, including use of programs such as Microsoft Word, Outlook, and Excel.

TEAM PLAYER | BAR AND WAIT STAFF

PIG 'N' WHISTLE | JUL 2011 – DEC 2011 | AUSTRALIA

- Providing quick and friendly customer service.
- Dealing with customers enquires and resolving problems that arise.
- Cash handling/payment.
- Assisting with functions and reservations.
- Working with an enthusiastic team to provide a high quality of service.

TEAM PLAYER | BAR AND WAIT STAFF

ETHORPE HOTEL | AUG 2010 – MAR 2011 | BUCKINGHAMSHIRE

- Providing the 'Guest Journey' for all guests.
- Multi-tasking different job role, such as coffee, food and beverage service.
- Consistently meeting customer needs and dealing efficiently with customer enquiries and/or concerns.
- Training new staff members.