

## **PROFILE**

I am experienced in providing Customer care both on the telephone and face to face. I am organised and have a methodical approach to my tasks. I exercise a logical approach and thought process to problem solving. I am a quick learner, and am computer literate to a high standard, having used Microsoft Packages extensively.

## **CAREER HISTORY**

**Feb 15 – Service Coordinator**  
**Dec 16 CB Refrigeration Ltd, Newport**

- Log all service calls using in house database
- Allocate jobs to engineers via telephone, text or email
- Liaise with customers and engineers ensuring timely delivery of service
- Prepare quotations where parts or new equipment is required
- Provide customer service to customers eg any concerns are dealt with or elevated to management as appropriate
- Use of customer portals when closing jobs and requesting parts or new equipment
- Maintain customer database with pertinent information
- Use of tracking system

**Oct 14 – Office Manager**  
**Feb 15 Ringway Infrastructure Services Newport Depot (Temporary assignment with Office Angels, Newport)**

- Provide daily support to the Operative Supervisor regarding the Southern Distributor Road
- Manage calls from the public and regarding the SDR and referring where appropriate to the appropriate Ringway representative
- Record activity and resource sheets, incidents and call outs, liaising where necessary with Gwent Police, local authority and subcontractors
- Record daily traffic movement data for the Performance Manager and Network owners
- Record actions of maintenance decisions during adverse weather for Divisional Manager
- Ensure computer and manual files are kept up to date and presentable
- Organise the MOT and taxation of vehicles and to record repairs and servicing
- Ordering equipment and consumables for operatives to carry out duties, ordering office stationary
- Support to the Divisional Accountant by scanning and filing invoices and liaise with subcontractors regarding invoices where appropriate
- Scanning and storing of invoices on main computer system
- Key holder ensuring safety and security of building, and reporting any utility issues to the Landlord in a timely manner

**Feb 13 – Office Administrator**  
**Aug 14 Hedland Civil Engineering Ltd**

- Providing support to the Contract Manager/Director by raising purchase orders, liaising with hire companies for plant hire and purchase of materials
- Keeping job files in good order
- Ensuring the Director and Contract Manager are appraised of issues that arise.
- Matching PODs to invoices
- Input payroll on SAGE and distribute the operatives' payslips accordingly
- Ordering office stationary and general administrative duties
- Preparing bills of quantities for potential contracts

**Nov 11 – Office Assistant**  
**Sep 12 Siteserv Recycling**

- Duties included filing, answering the telephone, data input and preparation of letters ready for managers' signatures.
- Workload was divided between the site and my home

**Oct 10 – Fundraiser**  
**Aug 11 All Creatures Great & Small Animal Sanctuary**

- Post responsibilities were the same during this period as for February 2009 to August 2009.
- My main initial project was to redesign and reorganise the sanctuary charity shop without a budget. I achieved this, improved service effectiveness and gained more customers

**May 10 – Grooming Assistant**  
**Oct 10 Lush Puppies Dog Grooming Salon**

- Responsible for the timely bathing and preparation of dogs of various breeds ready for the professional groomer/business owner
- Clean grooming rooms at end of working day and inform management of any supplies requirements
- Answering telephone and making appointments, dealing with customer enquiries

**Feb 09 – Fundraiser**  
**Jul 09 All Creatures Great & Small Animal Sanctuary**

- Dealt extensively with members of the public, donors and prospective supporters face to face on the phone, by letter and email.
- I was responsible for the handling of donations, corresponding with donors following their donations, managing the sponsorship scheme, assisting community fundraisers in their fundraising ventures in support of the sanctuary within the Institute of Fundraising's code of ethics, organising events both on and off site, responding to emails and referring to the appropriate animal team member
- Coordinating a band of 15 volunteers regarding charitable events on and off site. I would also liaise with the website designer to upload new information eg, animals available for adoption

**Jun 08 – Volunteer Animal Carer**  
**Feb 09 All Creatures Great and Small Animal Sanctuary, Llanfrechfa**

**Sep 06 – Fundraising and Events Coordinator**  
**Mar 08 NHS Foundation Trust NHS Papworth Hospital**

- Responsible for providing support to the Fundraising Department. Working under my own initiative and as part of a small team, I worked in a busy office and dealt with people of all status
- I was responsible for the recording of all donations, writing acknowledgement letters in preparation for the Fundraising Manager's signature, recording donations on the central database
- Preparing and forwarding financial reports to the Trust Fund Manager, including quarterly gift aid and on line donations
- Responsible for the general administration of the hospital gift shop, to include maintaining the rota, ordering stock and the general running of the shop
- I was also required to arrange the quarterly Community Fundraising Group meeting, take the minutes and disseminate them accordingly

**Feb 06 – Data Entry Clerk**  
**Sep 06 Tensor Time Systems LLP**

- Responsible to the Office Service Manager for the input of potential customers.
- From May until the end of employment I was an assistant to the Finance Director

**Oct 05 – Customer Services Assistant**  
**Jan 06 SR Technics UK, Stansted Airport**

- Responsible to my Manager for the Loan, Sales and Exchanges of Commercial Aircraft Components.
- Responsible for the expediting of the repair/overhaul of said components using in-house computer systems, Microsoft Excel and Word. This involved liaising with the customer directly by telephone, e-mail or fax and contributing in face to face meetings. I focused on the Customer's requirements whilst maintaining a business but friendly approach

**Feb 96 – Administrative and Executive Officer**  
**Oct 05 Civil Service (MOD)**

- During this time I was employed within the Supply Management discipline of the Civil Service. I worked in a number of areas of this specialisation but was able to apply my training and experience to all posts that I had been employed in.
- I was involved in the procurement of engineering spares, providing general administration support to the setting up of contracts, hastening deliveries and recording finance. I was also involved in advising Management of Supply issues and concerns that arose and on many occasions was asked to deputise for my supervisors in their absence.
- My last post was as a Supply Specialist, within a team of Help Desk Office Supervisors, providing general Supply help and advice to our Supply Managers throughout the UK. We offered this service by making regular visits to our customers as face to face contact was vitally important.
- I further specialised in providing training advice, assist in the coaching of Supply Managers (both new incumbents and existing staff) and ensured that all Staff had access to, received the appropriate training to carry out their tasks and that courses were being taught to current policy. I was also responsible for advising the Senior Supply Officers of any changes to policy.

**May 89 – During this time I was a full time mother and for 12 months of this time I was employed as a part time stewardess (waiting staff) in the Officers Mess.**

**Feb 96**

**Jun 83 – Stewardess**  
**May 89 Women's Royal Air Force**

Responsible to the Mess Manager for a range of duties e.g., silver service of food and beverage, booking of accommodation and dealing with customers both on the telephone and face to face.

**EDUCATION**

1979	CSE English Language, English Literature and Typing - pass
1980	CEE English and Business Communications and Health Science – grade 2
1980	RSA I Typing - pass
1981	RSA II Typing - pass
1983	City & Guilds Food & Beverage Service – pass (with merit)
1999	GCSE Intermediate Mathematics - grade D
2010	OCR Level 3 Certificate in Text Processing (Business Professional) - pass
2012	OCN Level 1 and 2 Introduction to Counselling - pass
2012	AQA Level 2 Intermediate Certificate in Counselling - pass
2013	(ABC) Awareness of Bereavement Care – Cruse in Gwent
2014	Pitman Level 2 Audio Typing – pass (with distinction)

**INTERESTS**

I enjoy keeping fit, reading, and dog showing. I also hold a full UK driving licence. I am interested in person centred counselling and psychotherapy and have held voluntary positions with Newport Mind, Barnardos and Cruse Bereavement Support (Gwent)