

# CATHERINE GORDON

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## Education and Qualifications

1996: **Bachelor of Arts Honours Degree in Financial Services**, Sheffield Hallam University  
1993: **Certificate of Higher Education in Computing Mathematics with Business**, Sheffield Hallam University

## Professional Experience

- 11/13-Present: **Nu Mark Innovations – Senior Customer Service, Back Office Administration Specialist & Acting Supervisor**  
I work in the Customer Care Department with both Green Smoke® E-Vapor and MarkTen® E-Vapor Brands. Using my experience as a Customer Service Specialist and my knowledge of company systems, I now split my week between the Back-End Administration Team, Front-End Support for our customers and Special Projects, allowing me to see the whole picture. In my Front-End role, I get to keep my hand in with the customers and stay abreast of policies and procedures. In my Back-End role I analyse orders for non-compliance, check for possible fraudulent activity and ensure orders that should go out do go out and those that shouldn't don't, liaising with management, finance and compliance, as needed. As a Senior Specialist, I assist supervisors and managers with coaching and troubleshooting for less experienced team members and I am a 'buddy' to a recent hire. I also perform as acting supervisor as required.
- 2002 –11/13: **Self Employed – Freelance Virtual Assistant**  
I undertook any tasks required as a Virtual Assistant for both regular and ad-hoc clients. Before making Aliyah, I also freelanced, assessing product and service standards and auditing retail outlets. I continued to provide a Virtual Assistant Service while studying in the Ulpan upon Aliyah.
- 2008 – 2010: **Co-Chair: Manchester Day Limmud (Voluntary)**  
I was jointly responsible for organizing the May 2009 and June 2010 Manchester Day Limmud events. Responsibilities included all aspects of conference organization.
- 04/00 – 12/04: **Administration and Secretarial Roles (Contracts), Manchester**  
Assignments included Deloitte and Touche, Manchester University School of Linguistics, PZCussons Plc, Great Universal Stores Plc, Griffiths & Armour Financial Services, Robert McBride Plc, 151 Products Ltd, Manchester Leisure Sports Development, Mediatec Recruitment and a Local High School Office.
- 11/99-04/00 : **1ST Policy Company Ltd. London**  
The Managing Director asked me to return to 1st Policy to assist in updating the office systems and to take responsibility for the valuations process and training new staff, due to recent expansion. I agreed to do this until my planned move to Manchester in April.
- 08/99-11/99: **Administration and Secretarial Roles (Contracts), London**  
Assignments included Barclays Bank Plc and Southbank University before moving to Manchester.
- July 1999: **Kibbutz Ma'agan Michael**  
Ulpan and various work roles.
- June 1999: **Administrative Assignment at Leeds City Council**  
Working in the Housing Division
- 08/98-05/99: **Recruitment Consultant, Reed Accountancy, London.**  
Jointly responsible for running the temps desk.
- 03/98-07/98: **Temporary Finance Assistant, London Borough of Barnet**  
Administration and basic Purchase Ledger duties.
- 1997-1998: **Financial Planning Officer/Mortgage Administrator, Midland Bank, London**  
Responsible for conducting Financial Reviews, advising on mortgages and assurances and associated administration.
- 1996-1997: **Traded Endowment Market Maker, 1ST Policy Company, London.**  
Responsible for taking enquiries, valuation and pricing of policies, making offers, managing cases including ensuring files were compliant, dealing with sales enquiries and I was responsible for assessing the office systems, proposing changes, implementing the new office systems, and training staff in their use.

## Skills, Interests and Continuous Development

Skills include very typing, all aspects of administration and competence with MS Office and CRMs. I enjoy teleworking and an office environment and I like the challenges of learning to use new software. I recently completed a handywoman course and a Social Media course. I have just begun learning HTML, CSS and JavaScript with a view to finding out more about Front End Development and Coding in General. There is always more to learn!

I created and moderate the English-speaking Facebook group for my city called 'Our Modi'in'. I am an experienced genealogist and have been researching my family history for many years and helping others with their research. I am able to use the validation and verification techniques learned doing genealogy in my roles in the workplace and I have a keen eye for detail and thrive when there is mystery or anomaly to solve. I have recently accepted the volunteer role as VP of Programming for the Israel Genealogy Research Association. I enjoy knitting for relaxation.