**CURRICULUM VITAE**

NAME: Jane Anne Elliston

ADDRESS: Amberley, Nuttery Vale, Hoxne, Eye, IP21 5BB

CONTACT NO’S: Mobile: 07872935121

Home: 01379 669147

Email: jane.elliston@yahoo.co.uk

DRIVING

LICENCE: YES - Clean

EXAMINATION CERTIFICATES:

‘A’ level French

‘O’ level English

English Literature

Spanish

French

Commerce

Maths

R.S.A II Typing and Shorthand

Pitman Shorthand

**I T Skills List:**

Excellent IT skills, many years’ experience of using MS Office and Outlook email as an end user and as a Trainer and have used the latest version. I have used many databases and have experience of Jupix which is used in Estate Agency and experience of CRM systems.

**Hobbies and Interests:**

I enjoy gardening and am very interested in horticulture and garden design.

I also enjoy learning languages and have been continuing with my Spanish studies in my spare time. In previous years, I have attended evening classes in Spanish and reached NVQ4 level.

**EMPLOYMENT HISTORY**

**August 2019 – Present**

**Potage, Unit 7, 2 Linford St, London, SW8 4AB**

**Homebased, self-employed Telemarketer**

**Main duties:**

* Cold calling companies within a designated territory to establish whether they bought in food for meetings and events
* Accurately adding contact names and addresses CRM system
* Logging follow up calls to obtain draft menu requests to then convert to sales

**February 2017 to July 2019:**

**George Durrant & Sons Ltd, Estate Agents, Diss**

**Position: Residential Sales – Property Team Assistant**

**Main Duties:**

* First point of contact to the public coming into the Estate Agent Office with enquiries about properties for sale or rent
* Answer telephone call, taking appropriate action as required  
  Manage, organise and update relevant data using JUPIX and CFP Rental databases including appointments, viewer’s comments, standard letters, updating applicant/property notes
* Using Microsoft Office to produce documents, emails and spreadsheets such as residential details
* Filing of data and files
* Deal with keys
* Meet and accompany applicants on viewing appointments
* Communicate and provide information by relevant methods internally and externally

I was employed to work on Saturdays, and cover sickness and holidays for the administration team within Residential Sales and other departments at the Diss office.

**September 2015 to February 2017:**

At this time, following the end of the temporary contract at Rosemary & Thyme, I did not work as my husband was away on business a great deal and needed to be able to take my son to school and be there for pick up. I used the time to carry on with my Spanish language studies and also spent time looking for jobs which I would be able to do either when my husband was around or a job with school hours.

**4th September 2014 to September 2015:**

**Rosemary and Thyme, Eye, Suffolk**

**Temporary - Administration/Data Entry**

This was a temporary contract following relocation from Berkshire to Suffolk. I worked part-time for a food company who are suppliers of frozen herbs, vegetables and ingredients. My role reported to the Site Manager

From daily production sheets from the Factory, logging onto Lakeview system all pallets that have been milled and boxed and then moving them virtually into holding Warehouse.

Transfer stock for sale, Check micro results, Place stock virtually into the Warehouse

**Other duties**

* Assisting with general office duties/answering telephone calls for Site Manager, Technical Manager and QA Administrator and liaising with Purchasing Department in the movement of stock.

**October 2013 to 30th June 2014**

**Kennel Lane School, Bracknell, Berkshire**

**Position: Temporary School Receptionist/Administrative Officer**

* To operate a Reception Service that promotes a professional image of the School.
* Processing telephone calls and ensuring appropriate action was taken
* Distribution of incoming mail/Organisation of external post.
* Administrative support for School Management Team
* Face-to-face enquiries from visitors, parents, staff and pupils
* Logging pupil attendance using SIMS

This role was a temporary contract and had come to an end. I was also relocating to Suffolk in the school summer holidays.

**September 2011 to October 2013:**

**Ventia Ltd, Wokingham, Berkshire**

**Position: Receptionist/Customer Service Executive**

Ventia Ltd provided serviced offices, property management, virtual offices, conference and meeting rooms as well as project management, financial analysis and yield management.

The role of CSE required a high standard of presentation and effective, articulate communication, as Customer Service Executive was the first port of call for the business.

**Main Duties included:**

* Conduct viewings of available office space on behalf of Commercial Manager and following up the viewings and sending out brochures
* Ensuring that the Reception operated efficiently and smoothly
* Providing an efficient switchboard for the Business Centre and to assist the Commercial Manager in the general duties
* To actively promote the Business Centres additional Services to improve bottom line income and to manage the Business Centre in the absence of the Commercial Manager
* To meet and greet visitors to the centre in a friendly professional manner
* To keep the internal billing system (Centre Charge) up to date on a daily basis
* Preparation and sending out of client invoices on a monthly basis

This role ended as I was made redundant as the owner of the office building was changing the use of the building to residential apartments away from serviced offices

**March 2010 to August 2011**

**Infigo Ltd, Bracknell, Berkshire**

**Position: Telesales Executive, part-time**

Infigo were a main distributor of an in house document binding system. My role involved contacting companies on the database to establish whether they were using a document binder for putting together reports, presentations, tenders and bids and to book demonstration appointments with the contacts to show them this way of finishing documents.

The role involved:

* Looking at company websites to check that the information on our database is up-to-date and keep accurate records of conversations
* Establishing the correct contact/decision maker for each company  
  Talking about the key features and benefits of the product  
  Diarising agreed follow-up actions
* Booking demonstrations and then updating our booking system and send out confirmation emails
* Generate reports for Sales Consultants from database for them to take out to their appointments with notes of all activity
* Keep personal demo/call statistics up-to-date on a daily basis

**Infigo Ltd (continued)**

The role required a confident, articulate communicator on the telephone with excellent written communication skills. Needed to be self-motivated and have the ability to strike a rapport quickly and easily with the prospects that are being called and build a relationship for on-going communication. Good PC skills, attention to detail and a team player were also key skills.

This role came to an end as the company were going through a restructuring process.

**October 2008 to March 2010:**

**Maia Consulting Ltd, Wokingham, Berkshire**

**Position: Part-time Telesales Agent**

This role involved working on behalf of a major energy supplier contacting existing customers to sell the benefits and features of energy company’s products and services. This involved describing the benefits of the products and services that were on offer and then following up calls where customers had shown an interest and/or wished to have information sent to them at a previously agreed time and date.

If the customer wished to take out the cover, it was my job to ensure that all address and personal details had been correctly input onto the system and updated, if necessary, and then to take bank details from them to set up the direct debit.

**December 2005 to October 2008:**

After redundancy in December 2005, I decided to take some time out to be a full-time Mum. Although I have been at home looking after my son, I have spent a great deal of time using e-mail and Microsoft Office software to organise my own wedding, to deal with contractors to redecorate my home and also as a committee member to the local Toddler Group. These all involved using my communication skills in terms of sending letters and emails, creating spread sheets for budgeting purposes and a great deal of telephone liaison with venue, suppliers and have made the effort to keep my IT skills up-to-date at home.

**October 2002 to December 2005:**

**Symbol Technologies EMEA, Winnersh Triangle, Berks**

**Position: PA to Technical Director and Technical Support Dept.**

Main duties:

* To provide PA duties to the EMEA Technical Director and admin and secretarial support to a team of Technical Support Specialists
* Arrange international travel

**Symbol Technologies (continued)**

* Upkeep of database recording the technical equipment
* Maintenance of holiday and sickness records
* Shipping of Symbol equipment to other EMEA offices

**Main Duties (Symbol Technologies) continued**

* Purchasing goods and services using SAP to raise purchase orders for Symbol products
* Issuing technical bulletins to EMEA offices
* Assisting the Executive Secretary when busy and covering when away sick or on holiday
* Composing letters/faxes/reports/org charts

This job came to an end as I was made redundant whilst on maternity leave.