
Professional Summary / Key Informations

- Over 10 years of experience in customer-facing roles.
- Proficient in all Microsoft programs.
- Over 4 years of experience running my own company, handling accounting, management, sales, and marketing.
- Excellent oral and written communication skills.
- Collaborated in high-pressure and vulnerable situations during COVID-19 as part of a team.

Skills

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| - Interpersonal Skills | - Time Management |
| - Customer Service | - Problem Solving |
| - Adaptable | - Attention to Detail |
| - Cross Functioning Collaboration | - Sales Skills |
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Relevant Experience

Family Liaison / HealthCare Assistant	Royal Preston Hospital, NHS	2021 – Present
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- Updating family members daily during COVID and visiting restrictions.
- Provided quality personalised care in accordance with agreed local and national standards.
- Assisted to maintain patient safety, conforming to health, and security legislation, policies, procedures and guidelines.
- Collating data into reports for senior members of staff.
- Early detection of health changes and action protocols performed.
- Hourly paperwork and checklists completed.
- Implemented a new process to ensure all data is documented.

Business Owner	Diamond Cleaning and Property Management	2016 – 2021
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- Responding to all sales enquiries and completed verbal and written quotations.
 - Fulfilled all marketing needs and was recognised and recommended by local authority to all vulnerable adults.
 - Monitored inventory, office stock and ordering supplies as necessary.
 - Completed and maintaining the holiday, absence and training records of all staff.
 - Worked with reservation software through Booking .com and Airbnb.
 - Reported on all outgoing and incoming cost to complete profit projections and tax returns.
 - Ensured all properties complied with the safety and letting regulations.
 - Available 24/7 for any problems or issues related to customers, staff or occupants.
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- Managed high workloads effectively.
 - Assisted and communicated with off-site staff members.
 - Quality checked documentation with attention to detail.
 - Proofread and organised all documentation between company and client.
 - Performed general administrative duties.
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Receptionist**The Imperial Hotel, Blackpool****2015**

- Trained on the computer operating system Oracle Opera PMS.
 - Completed all documentation and accounting for 180 rooms daily.
 - Provided guest and third-party support via telephone, email, and face-to-face interactions.
 - Completed reports and handovers to alternative staff at the start and end of each shift.
 - Trained in fire safety procedures and first aid.
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Academic Qualifications

Further Education: BTEC Level 3 Diploma in Business Studies – Blackpool Sixth Form	2012 - 2014
BTEC Level 3 Diploma in Computing - Blackpool Sixth Form	
GCSE: (9+ A* - C) including Maths, English, Business & IT – St Bedes Catholic High School	2007 - 2012

Additional Details

Full Clean Driving Licence
Personal Development Enthusiast
Enjoys Social Events
Mother of 2

References

Available on request