

# Kylie Foote

Blackburn  
[kylie15@hotmail.co.uk](mailto:kylie15@hotmail.co.uk)  
+44 7388 345903

I am a very well rounded administrator who thrives in a fast paced environment, I work well both alone and as part of a team. I have extensive Microsoft experience along with learning and using bespoke systems.

I adapt well and pick up new processes and procedures very quickly. I think i would be a good addition to any team.

## Personal Details

---

**Driver's License:** B, Cars

**Eligible to work in the UK:** Yes

## Work Experience

---

### **Training Academy Administrator**

Electricity North West - Blackburn

April 2023 to Present

Working in a large office, my duties include:

- Reception duties: meeting and greeting students and visitors.
- Taking enquiries from internal staff and contractors, ensuring they are fielded to the correct person if I cannot help them myself.
- Booking, setting up and managing classrooms and meeting rooms
- Scheduling for internal trainers.
- Project management for large scale training roll outs.
- Sourcing, scheduling and facilitating training courses.
- Checking delegates are eligible for the courses they request.
- Updating the LMS system to reflect upcoming training.
- Keeping accurate and up to date records of attendance, authorisations and qualifications
- Liaising with managers and schedulers to ensure staff are available for training.
- Notifying managers of any issues with their staff's training
- Managing personal files, ensuring information is kept securely and accurately.
- Using SAP to raise and pay invoices.
- Ordering stationary and course material
- Extensive use of Microsoft packages, predominantly Excel and Outlook
- Arranging competency interviews
- Checking staff eligibility for authorisations
- Issuing and withdrawing authorisations
- Tracking staff training

### **Trainee Clinical Coder**

NHS - Burnley

September 2022 to February 2023

Working for the clinical coding department my duties were:

- Undertaking accredited training to work towards becoming a full time coder.
- High volume data translation and inputting.
- Liasing with nurses, consultants and other members to staff to ensure the data i have is accurate.
- General record management
- Administrative duties, including locating, obtaining and returning patient records ensuring they are present for appointments or admissions.
- Using bespoke systems to track patient case notes.
- Taking calls from internal colleagues with regards to admissions or patient notes to be delivered.
- Extensive use of NHS systems, both hospital and GP based.

### **Clerical Officer**

NHS - Blackburn

June 2021 to September 2022

Working in the health records department my duties included:

- Sorting and filing patient records in the large archive.
- Pick, track and deliver case notes for appointments or consultant requests.
- Ensuring high quality tracking and distribution of records.
- Reception/inpatient desk duties: taking calls from external and internal parties pertaining to patient locations, appointments or complaints.
- Ensuring GDPR and data protection procedures were being followed
- High volume data inputting and management.
- Using various bespoke soft wares to ensure my role was being carried out correctly.

### **Quality Assistant**

Scan House Solutions Ltd

November 2020 to June 2021

Working in a small quality team, my duties included:

- Quality control of scanned digital documents whilst production was running.
- Stopping production when issues were found, rectifying these issues.
- Rescanning or rectifying small issues myself.
- Tracking production performance with regards to quality issues.
- Compiling performance figures for the quality manager.
- High level data inputting.
- Extensive use of Excel.
- Keeping clear and up to date records of performance, job quality and production issues.
- Filing and miscellaneous administrative duties as required.
- Scanning, filing and distributing mail for clients based on large databases. Splitting documents based on content, recipient location and sender industry.
- Indexing and cataloguing scanned documents to ensure digital filing was consistent and accurate.
- Summarisation of medical records.
- Use of bespoke NHS systems: SystemOne and EMIS
- Learning new systems and training others on these systems.

### **Digital Imaging Technician**

Scan House Solutions - Accrington

February 2020 to November 2020

Working in a production environment, my duties were:

- Using both small and large format scanners to capture digital copies of client documents.
- Following production specification documents to ensure quality and compliance.
- Following client mandated indexing guidelines.
- Saving and managing digital documents.
- Working at a fast pace whilst ensuring quality.
- High levels of concentration.
- Managing my own workload, working to agreed targets.
- Following GDPR and data confidentiality procedures.
- Summarising medical records.
- Using bespoke NHS systems: SystemOne and EMIS
- High level data inputting and data management.

### **Volunteer**

The National Archives - Remote  
December 2019 to May 2020

Being involved with the Lives at Sea project, I contributed in my own time by:

- Assisting with the digitalisation of WWII Navy records.
- Using basic software to transcribe digital copies of the records onto large database systems.
- High volume data inputting.
- Fact checking where necessary if writing was illegible.
- Improving my transcription, typing and data entry skills.

### **Seasonal Lock Keeper**

Canal & River Trust - Lancashire  
May 2019 to September 2019

My duties included:

- Managing and maintaining the lock flight.
- Lone working and following lone working procedures
- Following and enforcing health and safety procedures where needed
- Creating relationships with the canal users and the general public.
- Being a point of contact for enquiries or complaints, ensuring these were dealt with.
- Estate management.
- Supervising volunteers and contractors when they were on site.
- Opening and closing of the premises.
- Key holder

### **Bartender**

Walmsley Arms - Rishton  
June 2014 to October 2016

My duties included:

- Customer service
- Conflict management
- Cash Handling
- Food and drink preparation
- Taking phone call enquiries
- Booking tables and events
- Opening and closing the premises

- Team working
- Lone working
- Managing my workload
- Cleaning
- Stock rotation and replenishment

## Education

---

### **GCSE or equivalent in Business Administration**

Blackburn College - Blackburn

January 2020 to March 2020

### **BA Hons Asia Pacific Studies in Modern Languages, International Relations**

University of Central Lancashire - Preston

September 2016 to June 2019

### **Level 2 BTEC Licensed Hospitality in Hospitality**

Lifetime training - Blackburn

2015 to 2016

### **A-Level or equivalent in Level 3 Extended Diploma Equine Management - D\*D\*D**

Myerscough College - Burnley

September 2011 to July 2013

### **A-Level or equivalent in Level 2 Functional Skills - Pass**

Myerscough College - Burnley

September 2011 to July 2013

### **A-Level or equivalent in Level 2 EQL Horse Care**

Myerscough College - Burnley

September 2011 to July 2013

### **GCSE or equivalent in Mathematics - B**

Norden High School and Sports College - Blackburn

September 2006 to July 2011

### **GCSE or equivalent in English language - B**

Norden High School and Sports College - Blackburn

September 2006 to July 2011

### **GCSE or equivalent in English Literature - B**

Norden High School and Sports College - Blackburn

September 2006 to July 2011

### **GCSE or equivalent in Science - B**

Norden High School and Sports College - Blackburn

September 2006 to July 2011

**GCSE or equivalent in Statistics - C**

Norden High School and Sports College - Blackburn  
September 2006 to July 2011

**GCSE or equivalent in OCR National Certificate - Distinction**

Norden High School and Sports College - Blackburn  
September 2006 to July 2011

**GCSE or equivalent in Additional Science - B**

Norden High School and Sports College - Blackburn  
September 2006 to July 2011

## Skills

---

- Customer Service (9 years)
- ICT (10+ years)
- Microsoft Office (10+ years)
- Bartending (4 years)
- Retail Sales (2 years)
- Administration (4 years)
- Written Communication (6 years)
- Cleaning (1 year)
- Animal Care (5 years)
- Document scanning (Less than 1 year)
- Archive (Less than 1 year)
- Medical office experience (2 years)
- Driving (10+ years)
- Data entry (6 years)
- Communication skills (10+ years)
- Time management (10+ years)
- Office experience (5 years)
- IT (10+ years)