

# Dawn Fraser-Cistaro

## Finance Assistant

Chorley

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During my three years within my current role as a Finance Assistant, I have gained experience in several areas of the finance function. I have developed an understanding of the purchase ledger side following many years of experience within credit control (sales receivable) through previous roles.

I have furthered my experience by using Sage and producing reports within this software. After several years of working within a fast paced, busy office environment, I have more recently gained insight into a smaller yet immensely varied workplace. This has encouraged me to work closely with different departments (facilities, comms/marketing, retail, fundraising etc) this has provided useful experience in nurturing working relationships.

My work history has provided me with knowledge, experience and transferrable skills. To support this, I have also recently completed my Level 2 AAT and have commenced my Level 3.

## Work Experience

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### Finance Assistant

Derian House Children's Hospice - Chorley

August 2020 to Present

- Sales Ledger/Invoicing
- Purchase Ledger/Inputting invoices received
- Processing payment runs
- Petty cash
- Expenses payments
- Dealing with Legacy administration
- Importing website donations
- Processing of manual donations received
- Banking cheques & cash

### Credit Controller

RSM

August 2010 to July 2020

Duties involve;

- Managing a portfolio of 500+ clients (debtor value £1.2m) combination of personal and business accounts
- Chasing outstanding debt. Agreeing realistic payment plans where full settlement isn't possible.
- Monthly meetings with Accountants, Auditors & Tax Directors to review the current debtor position.
- Following up queries e.g work not complete, credit note request, bad debt write off's.
- Sending copy bills/statements. Providing reconciliation's when requested.

- Liaising with our legal representative when credit control procedures have been fully exhausted.
- Regular contact with clients to build a trusted relationship to help achieve the desired results.
- Following the necessary escalation process when debt has aged and ensuring further work ceases when it reaches the relevant bracket.
- Regularly achieve a reduction in debtor days
- Cash posting/allocations & refunds

## **Premium Administration Representative**

Broker Direct Plc - Bolton

2006 to August 2010

Duties involved;

- Responsibility for a portfolio of 150 Insurance Brokers throughout the UK, whose accounts I maintained and reconciled each month. I ensured all policies were settled and accounts paid up in full to meet the 92% quality of clearance target.
- Processing queries and/or adjustments to policies before month end, delegating to the appropriate department where necessary, enabling a full reconciliation.
- Direct contact with policy-holders to assess their policies if they have defaulted. Involved investigating payment history, thorough criteria check and discretion to ensure their policies remain live.
- Regular contact with brokers and clients to discuss their queries and often have to resolve difficult problems. When such issues couldn't be resolved immediately I would regularly keep the client updated until completed to their satisfaction.
- Assisted my manager in the training and compliance side of the team. Updated all training files to ensure we meet necessary requirements for the Financial Service Authority (FSA)
- As one of the more experienced members of the team, I was a mentor for the newer members of staff. I also assisted my manager in processing the work rotas and delegating work to staff on a regular basis.
- Participated in a Team Leader training programme involving how to deal with coaching, mentoring, highlighting training needs, developing potential and assisting with staff appraisals.
- Assisted the HR Manager and Department Managers in restructuring the appraisal process, which required an overhaul of the existing specification, service level agreements and competencies.

## **Customer Services Officer**

The Royal Bank of Scotland - Bolton

2001 to 2006

Duties involved;

- Dealt with a high volume of telephone queries from internal and external customers, resolving any issues they had in a professional manner.
- Worked as part of a team and as an individual to resolve queries thoroughly and efficiently.
- Managed the accounts of high profile customers on a daily basis often requiring urgent information.
- Ensured customer's accounts were in a suitable order to honour payments made.
- Liaised with other banks to determine the fate of payments made to our customers, working to a tight deadline to ensure customers received their money promptly.
- Acted as Subject Matter Expert on my team during the implementation of a new system when NatWest & The Royal Bank of Scotland merged into one processing platform. Involved coaching & communication sessions and relaying information between the trainers and the team members.

- Staff Opinion Survey representative for my team for 5 years. Survey done on an annual basis and carried out for the company to gain insight into the ideas and concerns that staff had. I gathered this information and participated in regular meetings to address the issues raised.
- Ensured I complied to the banks policies and procedures at all times and kept up to date with any changes made on a monthly basis.

### **Shop Assistant**

Claire's Accessories

2000 to 2001

## Education

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### **BA Honours Degree in Creative Writing & Writing for Stage**

University of Bolton

2003 to 2007

### **A-Levels**

Canon Slade Sixth Form College Bolton

1998 to 2000

### **GCSE's**

Canon Slade School Bolton

1993 to 1998