

Saiqa Vali

Blackburn

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I am available to start immediately. I am a team player with a natural ability to establish rapport and develop relationships with customers, suppliers and co-workers. I fully embrace challenges and have taken on many new responsibilities, I bring a wealth of knowledge from my experience, and have been in various roles for more than 10 years within Area Management, Central Operations, Finance and credit management for businesses. I am experienced in working within small and large format companies. I have a strong track record of building an environment of belonging, inclusion and accountability that delivers strategic and operational performances. I have a friendly, outgoing manner and am valued for the enthusiasm I bring to the team.

Personal Details

Eligible to work in the UK: Yes

Industry: Accounting, Administrative Assistance, Banking & Finance, Business Operations, Call Centre, Customer Service, Human Resources, Legal, Management, Project Management, Security & Public Safety

Work Experience

Litigation Executive

Law firm-Blackburn

March 2024 to Present

Client Services Coordinator

Role

August 2023 to March 2024

Covering 160+ stores

All stores management from head office.

- Manage all facilities admin tasks for all retail sites circa 200 sites.
- Admin tasks for contracts in excess of £700k
- Generating Invoices
- Expert Credit Control
- Order ad-hoc non-contract lines for retail sites through the preferred suppliers
- Arrange supplies for stores & support with supplier management to ensure services are taking place
- Arrange install & de-install of all retail store safes working with the supplier
- Manage retail store external warehousing requirement & work with RSM teams to challenge on cost.
- Work with external warehousing supplier to agree timings, costs & delivery details

- Work with both VM teams to support with ordering of materials, equipment & agree delivery times according to the set schedule.
- Use the company intranet to communicate facilities campaigns to improve store behaviours.
- Collate company information for board meetings & updates
- Raise PO's & check invoices for supplied services & products
- Work closely with 'Group Energy Manager' reporting & supporting on recycling / sustainability initiatives.
- Support the HQ building with incoming post distribution
- Booking multiple travel and accommodation
- Organising and implementing internal and external meetings, events.
- Using various softwares to operate daily tasks

Office Manager

BRUFC-Blackburn

September 2022 to January 2023

Reporting and assisting Finance Director in every avenue required.

Generating Invoices – to credit control to reconciling receipt of payment once received

Credit Control: Ensuring all payments are received, accounts are always in date or up to date.

Building rapport with clients, suppliers, stakeholders, potential clients and sponsors via phone, email or in person.

Processing payroll – all and any necessary calculations monthly or annually.

HMRC Payments – VAT, PAYE all and any relevant taxes.

Manage starters and leavers Managing all admin, payments for employees, SSP or any necessary calculations for payroll regular GDPR compliance checks Credit control - expert Using sage 50 for all accounting purposes, and payroll Setting up new clients, suppliers Purchasing supplies Running the club shop Looking at all profit and loss throughout the business Dealing with all employees related HR Front Desk Point of contact for members, customers, suppliers & sponsors.

Account Manager

Housing Triage LTD-Blackburn

May 2022 to August 2022

Working on building new clients.

Processing claims, ensuring company is adhering to guidelines, protecting data, following iso and GDPR guidelines.

Business Account Executive

Lloyds Banking Group

June 2021 to May 2022

Protecting client data, following GDPR guidelines.

Following FCA Guidelines

Account management for over 250 business clients, managing client accounts, from new to existing ensuring an understanding of all products and services is provided and delivered.

Operations & Finance Manager

Hot and Tender

September 2020 to June 2021

Managing all day-to-day operational issues, including staffing, training, rostering, purchasing and managing budgets. Implementing policies and procedures relating to job roles and requirements, HR, accounts and insurance. Ensuring that The restaurant is run efficiently on a day-to-day basis with adequate staff coverage all times. Liaising with managers and head chef collaborating closely to drive sales and continually improve standards of food, menus and service. Manage all supplier accounts and assist in the management and ordering of all supplies. Assisting in all training and development of all staff and managers. Assisting in Accounts in relation to all orders, purchases, payroll and year end accounts. Address any customer complaints directly, either face-to-face, email, TripAdvisor and or any social media channels whilst adhering to all policies and procedures.

Operations Co-ordinator

Phoenix Software Alton Cars

April 2018 to August 2020

Operating between all departments, implementing processes and procedures to facilitate growth

Finance Executive York Data Services

November 2017 to January 2018

Office Manager

Bake Software

January 2013 to November 2017

- Cold calling to build a pipeline of new clients
- Calling existing clients to discuss new products
- Booking online demonstrations
- Managing databases especially HubSpot
- Focussed on building opportunities in Asian businesses

Bake Software

January 2013 to November 2017

Varied Roles Over the last five years working at Bake Software Ltd, my responsibilities have been varied. I progressed from office assistant to office Manager and have been involved in most financial and administrative tasks within the business. I moved into a Sales role in April 2017 as the Directors felt I had a natural aptitude for Sales, and I was ready for a new challenge.

Office Manager

Bake Software-York

January 2013 to March 2017

- Processing payroll
- Manage starters and leavers.
- Managing all admin, payments for employees, SSP or any necessary calculations for payroll.
- regular GDPR compliance checks
- supporting ISO Audits

- pension and expenses
- Supplier administration: generating POs, processing invoices and payments • Generating Sales Invoices • Daily bank reconciliation Data entry into Xero accounting software Dealing with HMRC - PAYE and VAT returns, resolving queries • Setting up direct debits and dealing with finance companies • Producing monthly reports for company accountants • Managing Clients, Suppliers & Colleagues • Handling all internal and external queries • Handling Microsoft Licensing Accounts for internal and external use.

Office Administrator

Bake Software

January 2013 to October 2014

- Dealing with phone calls from clients
- Logging technical support jobs
- Managing Diaries
- Booking Accommodation and travel - hotels, train tickets, car hire and flights.
- Purchasing office supplies
- General office/admin duties
- Greeting clients

Market Researcher

Questions and Answered Ltd

January 2005 to December 2006

- Outbound calls, working from dial a system software office

Education

GCSES in Thornton Grammar City in business administration and accounts in GNVQ

Thornton Grammar School - Bradford

September 2003 to July 2004

York College

Skills

- Business Credit Checks
- establishing credit limits, ensuring accounts are kept in line with contracts.
- Software Packages: Quickbooks, Xero, Sage, MS Office, Receipt Bank, HubSpot (10+ years)
- Excellent telephone manner
- Experienced credit controller
- Administrative experience (10+ years)
- Tax experience (5 years)
- Operations Management

- Microsoft Excel
- Microsoft Office
- Training
- Inventory Control
- Inventory
- Microsoft Word
- Management
- Logistics
- Front Desk
- Office Administration
- Bookkeeping
- Typing (10+ years)
- Negotiation (10+ years)
- Clerical experience (10+ years)
- Supply chain & logistics (5 years)
- Communication skills (10+ years)
- Merchandising (10+ years)
- Supply chain (10+ years)
- Team management (10+ years)
- Supervising experience (10+ years)
- Organisational skills (10+ years)

Languages

- Urdu - Expert
- Gujarati - Beginner
- Punjabi - Expert