

Curriculum Vitae

Miss Laura Natalie Brock

14/02/1986

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Education

High School from 1997-2002

GCSEs in the following subjects

English – A

English literature – A*

Maths – C

Science (co-ord) – B

History – A

Drama – B

German – C

2021 – NVQ level 3 personal trainer qualification

Employment History

2003-2007 Stephensons Solicitors.

Typist then progressing to trainee paralegal. As my job as a trainee paralegal I was involved with dealing with customers on a regular basis, in a face to face and via telephone role, ensuring all their needs were dealt with sufficiently without having to pass them over to the solicitors whenever it was possible to do so.

2008-2010 Mcdonalds

Here I worked as a customer assistant, serving meals and using the tills. This was a high paced customer faced role which involved dealing with a lot of customers, ensuring that their needs were met and complaints managed successfully.

2010-present Toone Waste Management

My current role is office manager at a busy waste disposal/skip company. Here I am involved with most of the day to day running of a skip company, ensuring the office is run smoothly, organising drivers jobs for the day and being at hand to deal with customer queries and complaints via telephone, email and in person. I ensure that all administrative duties are in order daily, organising the waste returns, sending jobs over for invoicing, booking on skip jobs via telephone and email.

I also have some knowledge of sage software as I cover creating and sending invoices when the accounts manager is on holiday/sick etc.

A little about me

I love new challenges and being involved in a busy job with different tasks to do. I am a great team player with an outgoing, friendly personality.

In my spare time I enjoy going to the gym. Keeping fit is my passion and have competed in bikini fitness shows. I also enjoy going for long walks and spending time with friends.

Thank you for taking the time to read my CV.