

Name: **Christine Hanshaw**
Address: **24 Snape Green, Scarisbrick, Southport PR8 5LN**
Telephone: **(M) 07502419313**
Email: chrissie08hanshaw@gmail.com

Professional Profile

Self-motivated and enthusiastic BSc Accounting graduate, possessing excellent communication and interpersonal skills, and an ability to organise workloads, prioritise tasks, and formulate positive internal and external relationships in order to meet organisational objectives. I am capable of providing leadership to a team, managing them effectively to ensure the delivery of excellent levels of customer service and the achievement of set goals and targets. Furthermore I have experience in administering employee payroll, employee recruitment, and the resolution of issues in an appropriate and timely manner. A team-player, target driven, and experienced in the adhering to organisational processes, and procedures, and ensuring adherence throughout a team.

Key Skills and Areas of Expertise

HR Assistance: Enthusiastic with exceptional experience gained in handling HR tasks such as payroll management, staff recruitment, monitoring holiday and sickness leave, and providing effective motivation and support across the entire team.

Administrative Skills: Highly competent and knowledgeable administrator with excellent experience of handling company paperwork. Complete understanding of accounting systems, financial reporting, and strategy development.

Strategic Problem Solving and Planning: Innovative and proactive planner with astute problem-solving skills. Able to successfully formulate solutions and strategies to ensure company objectives are met.

Organisation: Astute organiser, able to plan workload and prioritise tasks where necessary. Able to remain calm under pressure while working in a busy office environment ensuring tasks are completed to deadline.

Team Working: Effectively able to work as part of a team as well as on own initiative. Possesses a hands-on approach, enjoys being part of a strong team.

Communication and Interpersonal Skills: Commands exceptional people skills and relationship management. Able to successfully engage with individuals at all levels, and present information both orally and in writing.

Confidential: Well equipped with handling sensitive information and maintaining confidentiality and professionalism always.

Education and Professional Training

2016	CIPD Level 3		
2014	BSc. Accounting	Edgehill University	
<i>Key Modules:</i>	<i>Accounting for the Environment, Taxation, Advanced Corporate Reporting, Work Related Learning, Advanced Audit Reporting, and Strategy and Decision Making</i>		
<i>Dissertation:</i>	<i>Employee Motivation (Research Methods)</i>		
<i>Grade</i>	<i>2:2</i>		
2010	National Diploma in Business Studies	Southport College	
<i>Grade</i>	<i>Triple Distinction (360 UCAS Points)</i>		
2008	GCSEs	Meols Cop High School	
<i>Grades</i>	<i>English (B), Maths (B), English Lang/Lit (C), Media Studies (B), Food Technology (B), ICT (Merit), Science (Merit), Business Studies (distinction)</i>		

Career summary

2017 – Present	-	Personal Assistant to Chairman & Directors	-	Chapelhouse Motor Company
Key Responsibilities:				
• Managing MD's Diary and meeting Schedule				
• Planning Holidays and business events				
• Managing MD's Housekeeper – Managing Budgets & Activities				
• Event Management for business and MD's personal events				
• Booking travel and accommodation for Staff on training courses				
• Produce meeting agendas & business reports on a weekly basis				
• Making phone enquires and organising and checking trip itinerary.				
• Dealing with MD's Confidential matters				
• Running errands				
• Providing support for the business directors				
• Providing support to HR team when required				
• Providing personal support to MD's Family				
• Managing and controlling corporate credit card expenditure				
• Property management for MD's Homes and staff Apartment in Cala D'or				
2015 – 2017	-	HR/Payroll Assistant	-	Chapelhouse Motor Company
Key Responsibilities:				
• Checking recruitment applications ensuring company policy is followed always.				
• Chasing References and other recruitment information from managers.				
• Preparing Employment Contracts and issuing starter paperwork to managers.				
• Collocating and ensuring all starter paperwork is signed and completed correctly.				
• Inputting new starters on the company payroll systems.				
• Ordering and issuing uniform for new starters.				
• Maintaining accurate payroll records monthly, checking staff bonus, Commissions submissions and absence making relative payments and deductions.				
• Maintaining NI and Tax records, making RTI submissions on time each month.				
• Answering queries and questions that may occur regarding HR process, company policy's & Payroll.				
2015 – 2016	-	Bookkeeper and Accountant	-	Rigbyes Garage
Key responsibilities:				
• Maintain accurate record keeping of all sales and purchase on a weekly basis.				
• To produce payslips and pay staff correct wages each week, maintaining NI and Tax records, making payments to HMRC on time each month.				
• Keeping accurate records of VAT to be paid quarterly.				
• To perform Bank reconciliations monthly.				
• Check invoices with regards to monthly statement provided by suppliers.				
• Answering phone calls and dealing with enquires also taking card payments for customer invoices over the phone.				
2012 – 2015	-	Supervisor	-	The Martin Inn / Victoria Pub
Key Responsibilities				
• Established effective communication with clients while monitoring and responding to customer needs and recording stock movements such as correct charging of items and billing.				
• Managed cash and stock control as well as maximising sales and generating revenue				
• Provided a professional, friendly and courteous service to all customers				
• Ensured all cash, charge, float and till procedures are carried out in accordance with company policy.				
• Cleaned the service area according to the sanitation policies; inspected quality of food and beverages; provided customer service in line with 'best practice'; ensured compliance to organizational policies				
• Addressed all customer related problems, striving to resolve all issues immediately; supervised, assessed and enthused members of staff to ensure the required working standards				
2011 - 2012	-	Manager (Part time while studying)	-	A&F Newsagents
2007 – 2010	-	Shop Assistant (Part time while studying)	-	Rossi's Ice-cream polar

References Available Upon Request
