

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

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

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