

# Christina Snape

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## Personal Statement

Excellent customer service and communication skills and the ability to carry out all tasks delegated to a high standard whilst remaining calm under pressure. Working effectively alone and as part of a team.

Demonstrating problem-solving and logical thinking mindset to resolve challenging situations.

Dependable worker with knowledge of customer service, data entry, and records management. Highly organised and self-motivated, with excellent communication and interpersonal skills. Ability to prioritise tasks and meet deadlines.

## EDUCATION

Credits completed towards  
NVQ Business  
Administration Level 4

GCSE's A-C, Parklands  
High School (2006)

## KEY SKILLS

Database Administration and  
Management

Strong Organisational Skills  
Strong IT Skills

Excellent Customer Service

Experienced Note taker and  
Dictation

## EXPERIENCE

*December 2022- Current*

**Medical Secretary/ Personal Assistant • • Riverside Medical Centre**

- Diary management for GP's, scheduling meetings and taking minutes
- Working with the Practice Manager to ensure the GP Practice runs smoothly and efficiently
- Organising Reception Staff and Rota's/ holidays
- Training of new members of staff when required
- Medical Typing and all insurance reports
- Helping with any IT issues
- Attending meeting with the PM and other senior Partners
- Updated and maintained patient files and information in multiple databases.
- Collaborated closely with doctors, nurses and other staff members to ensure smooth operations within the practice.

*June 2022-December 2022*

**Social Prescriber • The New Hall Lane Practice**

- I was given the opportunity to take on the Social Prescribing role, alongside my secretary role
- In this role I helped people to work on their wider health and wellbeing and signposting patients to the best possible place to achieve their goals
- Communicate well with GP's and other professionals, local charities, social services and within the community and organisations
- Pride myself on being a good listener
- Setting up support plans with the patients, health and wellbeing telephones calls and ensuring the extremely vulnerable are not suffering
- This role required me to work well under pressure and to manage my own workload and to work well as a team and as part of the community.

*September 2019-December 2022*

**Medical Secretary • The New Hall Lane Practice**

- I was promoted to Medical Secretary after six months at the GP Practice
- Typing of all referrals for 8 GP's, diary management, organising the Palliative Care Meetings and ensuring all information was up to date, liaising with other GP's, District Nurses and other professionals
- Dealing with all third parties for medical records and reports and ensure these were organised and up to date
- Meeting deadlines, medical terminology, paying attention to detail and be able to work as a team but use my own initiative
- Ensuring good keyboard and IT skills.

*May 2016-March 2019*

**Front of House and Facilities Manager • Lance Mason  
Solicitors**

- Managing the Front of House Team
- Delegating Tasks Setting KPI's and targets for the team and Quarterly Reviews
- Presentations for new starters
- Ensuring Front of House is at the best standard  
Improving, maintaining and updating Facilities across the business and Site Management
- Completing end of week reports for Management Diary Management
- Organising meetings offsite and ensuring all invoices are correct Customer Complaint Handling HR Support Practice Management Support First Aid Officer Attending Operation Meetings to ensure the business is on target for the Term
- Attending Finance/ Budget meetings

I was given the opportunity to go to America and Paris with work to promote their business. I was the first point of contact and worked well under pressure. It was vital I gave the best Customer service possible

*May 2013-May 2016*

**Front of House Administrator/PA to the Leadership Team and CEO**

- Greeting Internal/External Visitors and making them feel welcome
- Ensuring Front of House was at the highest of standards and maintaining this
- Dealing with Managements Day to day tasks
- Minute taking
- Delegating and training of staff members
- Booking flights, hotels and event meetings for Management and making sure they have all the details required

- Answering the phones and dealing with clients in a professional manner
- Organising External Meetings

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## REFERENCES

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[Available upon request.]

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