

# Ketiana Francis

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Darwen , Lancashire BB3 3DG - 7591131015 - francisketiana@gmail.com

## Summary

Knowledgeable Administrative Assistant dedicated to improving procedures for file movements, eliminating unnecessary storage and maintaining secure information. I can verify documents, research problems and implement effective solutions. I'm also enthusiastic with a good grasp of financial, customer service and administrative requirements. Friendly and motivated team player with professional demeanour and superior attention to detail.

## Skills

- Communication Skills
- Documentation
- Organisation
- Time Management
- Knowledge of Microsoft Word, Excel and PowerPoint

## Experience

Royal Montserrat Police Force June 2019 to July 2019

### Clerical Assistant

- Created and maintained spreadsheets using Excel.
- Organised files, faxed reports and scanned documents into document management system.
- Delegated duties for team of 3 office staff.
- Uploaded files and entered data into records management system.
- Processed and tracked employee time sheets and submitted to head department for approval.
- Maintained organised filing systems and optimum database protocols.
- Managed daily calendar and juggled meetings for supervisor.

## Education

**Montserrat Secondary School** 2020  
**4 GCSE's C+ including English**

## Hobbies

- Reading
- Vacation planning
- Playing sports
- Writing