

AMY TAYLOR

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Full UK Driving Licence

Personal Profile

A trusted, organised and highly focused Admin Team Leader, reporting into the Director of an international haulage company with excellent understanding of finance, strong attention to detail and excellent communication skills. Day to day overseeing of all office processes in a busy environment to ensure the highest level of productivity and success for the business.

Dynamic and motivated, with a proven record of generating and building relationships and managing high profile key clients, coaching individuals to success with a keen eye for noticing a need / room for improvement & setting guides for new processes always aligning to the goals of the organisation.

Key Competencies

- Analytical
- Organised
- Forward thinker
- Team motivator
- Customer service
- KPI targets
- Accuracy & attention to detail
- Punctual
- Excellent telephone manner
- Team management
- Ability to adapt and assess any client's needs

Professional Experience

Jan 2015 – Present **BARRON WOOD DISTRIBUTION**

Within my first two weeks at the company, I was assigned a customer account to make lead with and be a point of contact for, this account is now the business' largest customer who we complete over 300 loads a week for equating to 23.8% of our revenue – a multimillion pound contract. This year alone we are on a markup of 14 million.

2022 – Present – **Admin Team Leader (internal promotion)**

- Reporting daily into the department Director
- Produce reports for the Director on a monthly basis, containing productivity reports, attention to detail reports and outstanding costs. These reports are produced in Excel using Pivot tables.
- Management of a team of Administrators, including appraisals, setting KPI's and ensuring maximum productivity and completing development plans with the team.

- Visual representation for the team and senior management.
- Organise and maintain office systems.
- Day to day running of the departments largest email account, dealing with high volumes of queries, legally binding documents and invoices.
- Dealing with escalated queries over email, telephone and face to face with customers and suppliers.
- Quality control checks for the whole department, running reports to ensure figures are accurate.
- Key point of contact for any problems within the team, identifying where processes can be improved and putting new processes in place.
- Training with the team on any new processes implemented.
- Running data checks to monitor performance and results.
- Point of contact for all new subcontractors taken on to set up account management within team.
- Weekly meeting with our largest customer to ensure service expectations are upheld, system issues are communicated and outstanding payment queries resolved.

2018 – 2022 – Team leader of POD & invoice processing (internal promotion)

- Completing and setting KPI'S for my team.
- Conducting team briefings weekly and individual appraisals every 6 months, ensuring my team are performing to their best ability and in the best interest of the business.
- Visiting customers to maintain relationships.
- Meeting customer requirements on a daily basis.
- Manage employee schedules, approve holiday requests and organise cover.
- Dealing with and resolving customer/supplier queries.
- Data entry on Microsoft Excel.
- General administration duties.
- Solely dealing with the account management of the company's largest customer.
- Ensuring deadlines for customers, suppliers and internal KPIs are met.

Within my first role as a team leader, I took on the responsibility naturally and effectively with the perfect balance of people skills and business interest taken into consideration with every task we had to complete. This led me to be approached from two directors to take on the challenge of setting up a new team from start to completion to further benefit the staffing opportunities, growth of contractor relationships and profit to the business.

2015 – 2018 – Administrator

- Processing of invoices averaging at 350 per day.
- Processing of proof of delivery (POD) documentations for over 900 customers.
- Invoicing customers for completed work.
- Processing purchase orders.
- Completing self-bills.
- Chasing hauliers for outstanding documents.
- Day to day communications with customers to ensure accounts are dealt with to highest standard.
- Scanning and distribution of customer documents.
- Processing possible claims for insurance purposes.

Qualification and Key Achievements

2009 – 2014 Tarleton Academy

GCSE Qualifications C or above including Maths & English

Whilst working at Barron Wood Distribution I have attended multiple training seminars, completed 5 modules of senior management training and held my own customer service & professional email training day internally. Full use of WPS systems including Word, Excel & PowerPoint.