
MICHELLE DURRANT

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Driving Licence ♦ Eligible to Work in the UK

PROFESSIONAL SUMMARY

I have a great customer service background having worked in the area for over 20 years, constantly seeking new skills and open to new challenges to help further my experiences.

Over the years I have built a knowledge in many areas such as IT, financing, budgeting, leadership, forecasting, advertising, health and safety and customer etiquette

SKILLS/EXPERIENCE/KNOWLEDGE

- Administration
- Attention to Detail
- Customer-orientated
- Computer literate
- Health & Safety
- Budgeting and finance
- Microsoft Office
- Organisation
- Team leadership
- Project management
- Human Resources
- Bookkeeping/Payroll
- Xero
- Employment Law

WORK HISTORY

Accounts Assistant November 2022-Present

Controlled Air Solutions - Heywood, Lancashire

- General admin duties
- Bookkeeping
- Invoices/credit notes/purchase orders
- Bank reconciliation
- Aged payables/Receivables
- Weekly and Monthly pay runs
- Liaising with Suppliers & Customers
- Daily use of Xero
- Daily use of Microsoft Office
- HR – Handling Confidential information
- HR - Monthly payroll input
- HR – New Starter induction
- HR - Supporting Staff Queries
- HR - Payroll Queries
- HR – Updating records

Office Administrator March 2021-Nov 2022

Autosave Ltd Vehicle Recyclers - Bury, Lancashire

- General Customer Service
- Transport Organiser
- Weighbridge Operative
- Creating Accounts
- Training New staff members
- Setting up new customer accounts
- Daily use of Word & Excel
- Daily use of e-banking Ledgers
- Processing BACS payments
- Processing account payments
- Dealing with account queries
- Dealing with Payment Queries

Administration/Customer Service Feb 2021 – March 2021

Department for Work & Pensions

- General Customer Service
- Dealing with sensitive/Personal information
- Use of online accounts
- Daily Use of Microsoft Office – Word/Excel/PowerPoint/Teams
- Data input

Catering Assistant, Jan 2019 –Feb 2021

Bury CE High School - Bury, Lancashire

- Customer Service
- Practice of safe food handling procedures at all times
- Practice of Food Hygiene and COSHH at all times
- Practice of safeguarding at all times
- Appointed member of staff to cover for the kitchen Manager & Supervisor when needed
- Enhanced DBS issued Dec 2018

Self Employed, 2009 to 2020

MD Occasions – Events

- Customer Service
- Business Administration
- Daily use of MS Word, Excel & PowerPoint
- Accounting - daily use of Sage
- Filing Self Assessments
- Standard DBS Checked

Catering Assistant, 2011 to 2015

Bury Council – Bury, Lancashire

- Customer Service
- Practiced safe food handling procedures at all times.
- Served meals according to dietary requirements
- Cooked and served food and meals in accordance with planned menus, diet plans, recipes, portions, temperature control procedures and facility policies.

Sales Assistant, 2008 to 2011

Bon Marche – Bury, Lancashire

- General Customer Service
- Handled all customer relations issues in a gracious manner and in accordance with company policies.
- Fostered a positive work environment by consistently treating all employees and customers with respect and consideration.
- Resolved all customer complaints in a professional manner whilst prioritising customer satisfaction.

Team Leader, 2001 to 2008

Village Hotel – Bury, Lancashire

Having started off as a part time assistant working my way up to acting manager before going on maternity leave then being made redundant due to the closure of the department.

During my time here I successfully ran a department with a team of 10, training and keeping health & Safety records up to date.

I also acquired the following skills and knowledge

- Actively involved in cost control, sanitation, menu development, training, recruitment, private dining and catering.
- Daily & weekly admin tasks, inbound and outbound calls liaising with customers and suppliers
- Daily Use of MS Word, Excel & PowerPoint
- Instructed new staff in proper food preparation, food storage, use of kitchen equipment and utensils, sanitation and safety issues.
- Prepared operational reports and analyses and made appropriate recommendations about progress and negative trends.
- Led shifts while personally preparing food items and executing requests based on required specifications.
- Assisted customers in placing special orders for large-scale events such as weddings and birthday parties.
- Created and managed budgets for operations and capital equipment.
- Expertly managed 10 members of staff and maintained appropriate staffing levels throughout shifts.
- Investigated and resolved customer enquiries and complaints in a timely and empathetic manner.
- Monitored cash drawers in multiple checkout stations to ensure adequate cash supply
- health & Safety representative
- Team Building
- Team Training

EDUCATION

GCSE: 1999

Derby High School - Bury

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|--------------------------|-----------------------------------|
| • English Language - B | • French – C |
| • English Literature - B | • P.E – C |
| • Maths - B | • Business Studies – GNVQ Level 1 |
| • Science - C | • Drama – D |

HIGHER EDUCATION

NVQ Customer Service Level 1, 2001

NVQ Maths Level 1, 2006

Level 2 Award in Healthier Food & Special Diets, 2013

NVQ English Level 1, 2014

Level 3 Office Admin & Customer Service, 2020

Level 3 Human Resource Management, 2020