

# TAMIKA BEST

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## PROFESSIONAL SUMMARY

A smart, professional and dedicated individual with excellent communication skills and diverse experience, gained from a range of sectors, including Care, Hospitality, Healthcare and Finance. Able to utilise excellent communication skills to develop superb relationships with customers, clients and colleagues alike. Has recently graduated from Higher Education with an Honours Degree in Criminology, now seeks to take the next step to continue to build a successful and rewarding career.

## WORK HISTORY

Dec 2022 - Sep 2023

**Risk and Compliance Assistant**  
Watson Ramsbottom

- Perform credit analysis and reviews for existing and new customers, whilst preparing risk management reports
- Review and implementation of policies and procedures established by the agencies that regulate the company
- Evaluate business activities (e.g Investments) to assess compliance risk.
- Produced risk and control analysis reports informing key business stakeholders.
- Worked with business teams to identify issues affecting financial results and profitability.
- Maintained complete and accurate financial records following optimal accounting principles.

Jun 2021 - Sep 2022

**Support Worker**  
Care Station NW - Blackburn

- Working at a provider of care services to the elderly, based in Blackburn town centre
  - Getting to know clients, their individual personalities, and their needs
  - Supporting residents at various homes with a range of personal care tasks, referring to their individual care plan accordingly
  - Preparing a range of meals, snacks, and drinks, and washing up
  - Engaging with clients and making conversation, displaying a positive attitude to brighten their day and improve their wellbeing
  - Making detailed notes and keeping accurate records at all times.
- Employed at a company specialising in financial claims for a range of individuals

Mar 2022 - Jul 2022

Gemini Trading

- Advising clients expertly on a range of complex financial matters, clarifying their understanding and following detailed instructions to ensure all contacts with clients are fully complaint with FSC regulations
  - Completing claims forms, utilising the information gleaned during these contacts
  - Inputting client data onto computerised systems, and handling sensitive data appropriately.
- Sep 2021 - Jun 2022  
**Customer Service Assistant**  
VUE Cinemas
- Employed at a major cinema chain, as part of the front of house team
  - Greeted customers, processed transactions for tickets, food and drink
  - Answered queries on film timings, releases, availability and viewing options
  - Kept accurate financial records and reconciled takings at the end of the shift when required
  - Ensured the entrance, queuing, screening and waiting areas were clean and tidy at all times.
- May 2018 - Dec 2021  
**Support Worker**  
Dixon House/Tezlom
- Worked at a residential care home that provides support for people with learning disabilities (Dixon House, 05/2018 - 12/2021) and at multiple different sites for a recruitment agency (Tezlom, 01/2021 - 12/2021)
  - Provided practical and emotional support to clients and their families
  - Kept client records up to date and handled sensitive information in a compliant and secure manner.
- Mar 2017 - May 2018  
**Dental Nurse**  
Bateman and Best Dental
- Worked at a Darwen-based dental practice that offers NHS and private dentistry
  - Greeted clients, made them feel welcome, particularly if they were afraid or anxious
  - Prepared the surgery and sterilised equipment, ready for the day ahead
  - Supported Dental practitioners during appointments
  - Covered Reception on occasion to assist in the smooth running of the surgery.
- Sep 2023 - Current  
**Support worker**  
Future Directions - Padiham, Lancashire
- Assisted with personal care activities such as washing and dressing, consistently promoting positive health and hygiene.
  - Used excellent communication and interpersonal skills to engage and interact with individuals in need.
  - Built strong patient relationships through compassionate care and friendly rapport building.
  - Monitored and documented client behaviours, activities and development, aiding appropriate care plan management.
  - Promoted personal wellbeing and independence, building service user confidence through social and

- community interaction.
- Provided physical and emotional support, employing compassionate care to help individuals achieve their full potential.

## SKILLS

- Personal care
- Medication Administration
- Community engagement
- Salesforce
- Safeguarding policies
- Cash handling
- Customer Service
- Payment Processing
- Data Entry
- Communication skills

## EDUCATION

9 2019/2019 - 6 2022/2022

**BA (Hons) in Criminology:** Criminology

Blackburn College | Blackburn, Blackburn with Darwen | Bachelors Degree

Sep 2014 - Jun 2016

**Level 3 Diploma in Animal Management**

Myerscough College

Sep 2009 - Jul 2014

**6 GCSEs at grades A - C, including English and Mathematics**

Darwen Vale High School

## CUSTOM

Excellent references are available on request.