

Nina Berry

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Work Experience

Case Coordinator

Kinetic Law-Blackburn
January 2024 to April 2024

Working in the industrial disease department, dealing with noise induced hearing loss claims. Working on Proclaims.

- Logging Client's signed Forms of Authority and Completed Questionnaire on the Case Management System
- Requesting and logging required documentation from the Client
- First port of contact with client
- Preparing a Letter of Claim
- All necessary calls and correspondence with the Client and third parties in the initial stages of the Client's claim.

Retail Sales Assistant

Premier convenience store-Lower Darwen
August 2023 to November 2023

Working part of a team and own initiative.

- Serving customers and dealing with customer enquiries.
- Dealing with EVRI parcels and royal mail parcels.
- Able to process any pay point payments.
- Rotating stock and fronting.
- Cleaning the shop shelves.
- Assisting with the deliveries of stock.
- Able to use the lottery machine.
- Cash handling.
- Sweeping, vacuuming and mopping the shop floor.

Stable Hand

Mount Pleasant Stables-Darwen
February 2023 to May 2023

Mount pleasant stables livery yard. Morning and evening shift. Worked in any weather condition.

- Turning out and bringing in horses as requested. Putting rugs on if necessary

- Mucking out.
- Making feeds and giving medication if this was needed for any horse.
- Filling haynets.
- Picking feet out.
- Brushing the yard daily.
- General yard duties.

Client Services Specialist

Towergate Health & Protection-Darwen
October 2022 to January 2023

Private medical insurance, working in the concierge team.

- Speaking with very well known insurance companies.
- Assisting members in the claims process. Dealing with members sensitive information, obtaining medical information from members.
- Creating flyers and invoices for clients using Microsoft.
- Using Microsoft excel daily.
- Sending e-mails daily.

The concierge team is for the members to use when they want to see if they are able to claim on their private medical insurance for any health related issue.

Production Crew Member

Donuts-Mellor
October 2021 to August 2022

Night shift work.

- Working part of a team to produce the best hand finished donuts to be sold at the stores.
- Working with food, wet ingredients such as icing and dry ingredients.
- Having to temperature check the icing to ensure the icing is at the correct temperature for the donuts to be dipped.
- Temperature checking the center of the donuts to ensure they are at the right temperature to proceed to dip and decorate.
- Wearing full PPE.
- Following instructions from the shift leader.
- Working with a walk-in freezer.
- Dealing with deliveries.
- Organising and rotating the stock.
- Occasionally going on deliveries to help deliver the donuts to the stores.
- Dealing with paperwork.

Complaints Handler

Complaints Handler

Renew Insurance-Blackburn

January 2020 to July 2021

Responsibilities -

- Dealing with a variety of customer complaints and insurance company complaints.
- Working as part of a team and independently.
- Problem solving.
- Outbound and inbound calls.
- Working under pressure to meet to meet timescales.
- Sending e-mails.
- Dealing with queries.
- Attention to detail.

Data Processor/Call Centre Operator

Renew Insurance-Blackburn

July 2014 to July 2021

Responsibilities -

- Working on two separate systems. UNIX and pulse.
- Dealing with both flooring new claims and furniture new claims.
- Tasks include inputting the new insurance claims that each separate insurance company e-mail,
- Highlighting the correct information that needs to be inputted onto our system. Writing letters to clients.
- Dealing with spreadsheets, which include STATS for management.
- Take internal calls. Making outbound calls to customers and making an appointment with themselves.
- Dealing with insurance companies via telephone and e-mail and also with our engineers.
- Dealing with complaints.
- Dealing with existing both flooring and furniture claims
- Validating furniture claims and offering the customer a cash settlement.
- Dealing with the retailers that are on the insurance scheme, if the customer chose to accept a Like for Like replacement.
- Working out cash settlements.
- Understanding the different carpet types.

Accomplishments -

Very efficient at data inputting. Also, I have team leading skills. I have had to stand in whilst the team leader has not been around.

Skills Used -

- Ability to use own initiative.
- Working on my own or part of a team.

- Problem solving.
- Helping others in other departments.
- Multi-tasking.
- Time management.
- Organised.
- Team leading.

Business Developer

Howdens Joinery-Blackburn

April 2013 to April 2014

This was an apprenticeship that I completed and obtained a NVQ level 2 in business development and administration.

Responsibilities -

- File all the daily paper work away in the morning, sort out any postage that needed to be sent.
- Answer any incoming calls, and make outgoing calls to current customers and potential customers.
- Process any orders that customers requested by either dealing with these over the phone or in store and I would also create quotes for any items that customers requested a price for.
- Serve customers out on the counter and show customers round the showroom and help them as much as I could.

Skills Used -

- Excellent communication.
- Ability to work as part of a team or as an individual.
- Problem solving.
- Ability to use own initiative.

Bar Staff

Sir Charles Napier-Blackburn

October 2012 to November 2012

Tasks included -

- Bar work.
- Handling money.
- Serving customers.
- Glass collecting and cleaning.

Skills -

- Creative.
- Excellent communication.
- Ability to work as part of a team as well as an individual.
- Ability to learn quickly.

Attributes -

- Flexible.
- Enthusiastic.
- Ambitious.
- Approachable.
- Motivated.
- Dedicated.
- Hard working.
- Presentable.
- Well mannered.

Education

GCSE in Religious Studies in English

St.Augustine's R.C High School - Langho
2007 to 2011

Skills

- Customer service
- Organisational skills
- Food preparation
- Microsoft Office
- Cashiering
- Stocking
- Administrative experience
- Communication skills
- Cash handling
- Maintenance
- Leadership
- Leadership
- Outbound calling
- UNIX
- Microsoft Word
- Organizational Skills
- Time Management
- Filing
- Data Entry
- Microsoft Excel
- Medical Terminology

- Microsoft Outlook