

# Jade Avison

Darwen

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Hello! I am thrilled to introduce myself as a bubbly and driven individual with a passion for helping others. With six years of customer experience under my belt, I am seeking a role where I can continue to learn, grow, and develop new skills.

My approachable and friendly demeanor has allowed me to connect with customers on a personal level, making them feel heard and valued. I take pride in my organizational skills, which have helped me to streamline processes and find solutions to complex problems.

As a team player, I enjoy collaborating with others to achieve shared goals and bring about positive change within a company. I am confident that my enthusiasm for problem-solving and implementing lasting changes would be an asset to any team.

Thank you for considering my application, and I look forward to discussing how my skills and experience can benefit your organisation.

## Personal Details

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**Driver's License:** Cars

**Eligible to work in the UK:** Yes

**Total years of experience:** 6

## Work Experience

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### **Office Manager/Executive Assistant**

Blue Ribbon Health and Wellbeing-Blackburn

June 2023 to Present

#### Executive Support:

- Managing the CEO, CFO and the Executive Teams finances.
- Manages an executive's calendar, including scheduling internal and external meetings
- Books travel and travel accommodations, including hotels and taxis
- Answers phone calls and takes detailed messages
- Fills out expense reports and other paperwork on behalf of the executive
- Purchases office supplies
- Makes sure confidential information stays private

#### Operational Support:

- Maintaining a thorough understanding of the Company's services and objectives in order to provide an exceptional level of support to the CEO and Senior Management Team.

- Attending operational meetings when required, representing the Senior Management Team in a professional and capable manner at all times.
- Liaising with Service Managers on behalf of the Senior Management Team in a professional manner, managing expectation via proactive communication
- Occasionally visiting services to complete tasks as required
- Liaising with external bodies on behalf of the CEO and Senior Management Team as required
- Reviewing and collating data metrics for operational teams as required.

**Administrative Support:**

- Creating professional and accurate letters on behalf of the CEO and Senior Management Team
- Producing accurate and informative operational reports on a weekly/monthly basis
- Receiving and managing highly important and confidential post and emails
- Maintaining and co ordinating diaries to ensure a streamline and efficient service is delivered at all times.
- Maintaining office filing/systems, organising and storing paperwork, documents and computer-based information
- Arranging travel and accommodation
- Planning and organising 'away days' and leadership events
- Preparing presentations for employees, management and external professional bodies
- Proof reading documents to ensure all correspondence is accurate.

**Office Management:**

- Maintaining office equipment such as photocopiers and arranging repairs and services as necessary at head office.
- Responsibility for ensuring the smooth and efficient running of the office and dealing with any ad-hoc issues which may arise
- Organising and ordering supplies for office and services (stationery, refreshments etc)

**Meetings:**

- Arranging meetings, lunch and any equipment that may be required.
- Taking accurate minutes, typing and distributing them within a timely manner
- Ensuring actions arising from meetings are met within the agreed timeframes.
- Preparing reports and packs for meetings including monthly board report

**Managing the Reception Function:**

- Providing direct support at reception, welcoming visitors managing health and safety of office staff and visitors and being the face of Blue Ribbon Health and Wellbeing
- Co-ordinating and managing the training calendar and delegates.
- Ensuring Reception and the office is covered during periods of annual leave and that the reception has presence during core working hours, managing meeting room bookings, office attendees and visitors.
- Answering phone calls and managing messages and calls for colleagues in the business.

## **Promotion- Senior Contracts Administrator**

Chubb Fire & Security-Blackburn

October 2022 to June 2023

Provide all administrative support for one global key account

- Produce and submit bespoke proposals and successfully negotiate the contract renewal to completion
- Produce and submit bespoke consolidated invoices for customers using Excel
- Negotiate subcontractor agreements in compliance with the main contract and ensuring payment is made in a timely manner
- Produce bespoke reports for internal and external customers
- Input customer information into the system, maintaining and updating as and when required
- Answer and handle emails/calls as appropriate from customers, engineers and regional managers, signposting, taking messages as appropriate and ensuring all queries are dealt with
- Create work reports from engineers daily job and sent out to international customers.
- Work closely with international customers all over the world regarding Data Centres.
- Manage the day to day maintenance visits for Data Centres
- Creating quotes with margins and sending them out directly to customer
- Dealing with daily calls from suppliers and engineers
- Work closely along Microsoft to complete day to day tasks
- Decision making regarding contracts and prices
- Drafting and negotiating contracts that are legally binding between both parties
- Establishing contract terms and conditions including service levels, fees and financial obligation
- Liaising with external legal practitioners and other departments to ensure deadlines and requirements of the contract are met
- Undertaking contract analysis and providing advice to the business
- Drafting and revising contracts, which may include preparing documents for tender, negotiation of legal agreements with customers or suppliers and undertaking research on topics relevant to the industry
- Negotiating contracts with other companies or individuals per legislation
- Monitoring and advising on compliance with contractual obligations, including revisions to existing contracts
- Communicating changes in the business's legal obligations to individuals within an organisation

## **NACS Coordinator - PFX**

Chubb Fire & Security-Blackburn

November 2021 to October 2022

- Taking responsibility for the day-to-day management of the accounts including intelligent decision making.
- Working closely with several Account Directors to manage day to day client expectations.
- Pro-active management of outstanding job – order, service and callouts.

- To build professional business relationships with designated customer including courtesy communication.
- Management of visit reports and quotations including sales production and preparation.
- Resolution of customer disputes including liaison with other areas of the business as necessary.
- Preparation and submission of weekly/monthly/annually KPI information.
- Organisation and prioritise of own workload.

### **Billing Administrator**

Vital Energi Utilities Ltd-Darwen

September 2021 to November 2021

- Assist with the continued professional development of our business systems that complement the services being delivered by the function, specifically (but not limited to) our internal operating systems .
- Liaise with senior co-ordinators to support the mobilisation of new contracts .
- Audit systems including communications to ensure correct business processes are followed.
- Ensure contract data is cleansed and maintained regularly. .
- Accurately execute all administration tasks in relation to new account requests .
- Maintain client documentation ensuring all business systems are accurate .
- Positively promote and maintain the new glass app and portal
- Develop and maintain effective working relationships with all internal and external customers. .
- Answer all emails including Freshdesk tickets within the agreed timeframes .
- Daily bank and receipt reconciliations
- Daily management of Direct Debit requests and set up including verifications of DD mandates
- Credit Billing reminder process management and recording
- Credit Billing revenue collections ·Handling of all customer queries via telephone/ Freshdesk and social media outlets
- Ensure VCRM is updated with all communications and is the single source of the truth
- Any ad-hoc queries relating to contract management Finance responsibility:
- Administration and Control of the Direct Debit system to include verification of new DD mandates, cancellations and amendments
- Preparation of Direct Debit collection files
- Credit Billing site procedures .
- Site revenue reconciliations .
- Reminder procedures for overdue bills
- Monthly reports for VE Clients and internal reporting .
- Preparation of Payments back to Clients

### **Business Support Coordinator**

Vital Energi Utilities Ltd

July 2021 to September 2021

- Assist with the continued professional development of our business systems that complement the services being delivered by the function, specifically (but not limited to) our internal operating systems
- Liaise with senior co-ordinators to support the mobilisation of new contracts
- Audit systems including communications to ensure correct business processes are followed.
- Ensure contract data is cleansed and maintained regularly
- Ensure you are complying with our contractual and compliance obligations within our contracts
- Accurately execute all administration tasks in relation to new account requests
- Escalate any issues of concern to team manager
- Ensure GDPR is always complied with
- Maintain client documentation ensuring all business systems are accurate
- Positively promote and maintain the new glass app and portal
- Develop and maintain effective working relationships with all internal and external customers.
- Answer all calls received within 20 seconds with exceptional customer services
- Answer all emails including Freshdesk tickets within the agreed timeframes
- Answer all calls received within 20 seconds with exceptional customer services
- Carry out other duties consistent with the nature and responsibility of this role to support the team leader

### **Commissioning Assistant**

Lowri Beck

October 2020 to July 2021

- I was promoted to this role October 2020 and was able to expand my knowledge in the energy industry.
- I am able to provide engineers with support regarding issues they have either over email or the phone. This job has helped my improve my skills in customer service and being able to handle pressurised situations.
- I attended meetings weekly on how to improve the business and I tend to take the lead of the whole team when the manager is off as I am a trusted employee.
- I provide commissioning support when required and ensure smart meters are installed efficiently.
- I work on behalf of 3 separate energy providers under a fast pace working environment via Microsoft Teams channels and via phone.

### **Customer Service Advisor**

Lowri Beck

April 2018 to October 2020

- The job contained mainly booking, allocating and advising on gas and electric smart metering situations, and also doing first line call handling dealing with metering queries and enquiries regarding metering appointments from customers and suppliers.
- As a Customer Service Advisor I would contact customers by making outbound calls to arrange an appointment for a Smart Meter which requires a 7 minute long script. Whilst doing this I also take inbound calls to deal with any enquires a customer may have.

- This job involves the use of Microsoft Excel and Word to work off spreadsheets and create new ones each day.
- I am able to objective handle situations and manage to turn the customers opinion around in a positive way.
- I have also dealt with complaints, scheduling, rearranging appointments and queries from energy suppliers.
- I attended meetings weekly on how to improve the business and I tend to take the lead of the whole team when the manager is off as I am a trusted employee.

## Education

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### **Diploma of Higher Education in Higher Education**

Wigan and Leigh College  
September 2017 to June 2019

### **GCSE in Business in Maths**

Fredlongworth High School  
September 2012 to June 2017

## Skills

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- Call Center
- Customer Care
- Customer Service
- Customer Support
- Organised
- Team Management
- Microsoft Excel
- Microsoft Word Groups Litter picker for my local area March 2021 to Present
- I litter pick for my local area every weekend as part of a group.
- Data Entry
- Microsoft Word
- Front Desk
- Inventory
- Billing
- Clerical Experience
- Organizational Skills
- Time Management

## Certifications and Licenses

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### **First Aid Certification**

October 2023 to October 2024