

**Kirsty Shaw**

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Location: Preston

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## **Professional Profile**

I am a highly confident and well organised accounts manager who is reliable, responsible and used to dealing with large amounts of data in a fast paced environment. I have a wide range of experience, including over 6 years in a direct administrative role, as well as a great deal of customer service experience, accounts experience and knowledge of PA duties. I am highly proficient in IT and have worked with many different programmes including; Microsoft software, internal computerised databases, Xero and Sage. I work well as part of a team but I am also able to use my own initiative if the situation calls for it. I am currently working towards gaining my AAT qualification in the hopes this will further my career.

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## **Key Skills**

- Analytical and organised skill set.
  - Experience of utilising CRM systems and IT programmes, including MS office, adobe programmes and financial programmes such as Xero and Sage.
  - Experience of working in a high pressure environment with deadlines.
  - Experience with accurately inputting large volumes of data.
  - Exceptional interpersonal and communication skills, both written and verbal.
  - Experience of managing and coordinating teams to deliver excellent client satisfaction.
  - Currently working toward AAT Qualification.
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## **Career History**

- **2021 - Current Accounts Payable / PA - Sporting Ads Ltd**

The company I currently work for is a small business where I am one of two office staff. This means we do tend to have responsibilities outside of our job description, which has led to an extremely varied role and has taught me many new skills.

My main responsibility is to oversee all of the businesses' accounts. This includes daily reconciling of payments, creating and sending invoices, processing supplier invoices, accounts payable, chasing unpaid invoices etc. The business also has a property portfolio of around 15 properties, in my role I am responsible for managing the properties and rentals. This includes contacting tradesmen when needed and ensuring all rents are paid on time.

I also assist with PA duties for the MD of the company, this includes hotel booking for business trips, managing his diary, overseeing his personal bank account and finances as well as assisting with any ad hoc jobs required.

- **2019 - 2021 Account Manager - Partner Plus Media**

In this role I have worked across various departments within the company. I have worked in the billing department, where my responsibilities included; chasing up owed payments, processing payments, creating and sending invoices and dealing with billing enquiries. I have also been a part of the customer service team, in this role I regularly had to deal with customer inquiries and resolve any complaints both by phone and via email. Currently my role within the company is Account Manager, in this position I am responsible for liaising with our clients to ensure a first-class customer experience while building robust relationships with both new and existing clients. I also am responsible for training and overseeing the account management team to ensure that deadlines and client satisfaction levels are met.

- **2018 – 2019 Administrator – James Hall Ltd**

During my employment I was responsible for carrying out the day to day admin duties. One of my main responsibilities was accurately inputting large volumes of data into a computerised database. I also created and maintained documents in the form of excel spreadsheets, including ensuring that formulas are working correctly. Another main duty of mine was the organisation and filing of paperwork and staff information.

- **2017 – 2018 Waitress – West Coast Rock Café**

In this role my main responsibility was greeting and serving customers. Through this I learnt the importance of customer service, I also had to manage my time and prioritise my workload in this job to ensure that more imperative tasks were completed first. I feel that both these skills transfer well to an administrative role. I left this position due to being offered a full time admin role as this waitressing job was only seasonal.

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## Qualifications

- **2016 – 2017 Manchester Metropolitan University**
  - Completed 1<sup>st</sup> year of Psychology degree with 2:1
- **2014 – 2016 Blackpool & The Fylde College**
  - BTEC Level 3 (Professional studies) – DDD
  - BTEC Level 2 (Business) – D\*D\*D\*
- **2008 – 2013 Bispham High School**
  - GCSE English Language – C

- GCSE Maths – B
  - GCSE Science – B
  - GCSE English Literature – B
  - BTEC IT – Distinction
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### **References available on request**

Please do not hesitate to contact me if you require any references.