

## **Curriculum Vitae**

### **Sophie Elise Lupton**

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### **Personal Statement**

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I am a hardworking, reliable and enthusiastic individual. I am confident, approachable and able to work well alone or as part of a team. I am computer literate and able to prioritise my workload. I have gained extensive customer service skills, dealing with customers in face-to-face roles, via email and by phone. I enjoy training, development and learning new skills and have undergone in-house training for GDPR, Health & Safety in the Workplace, Email Etiquette and Virus Vigilance amongst others.

In my current role as a Recoveries Executive, I have acquired experience maintaining ledgers, understanding risk, ensuring security and profitability of a portfolio of clients, attending client visits and understanding new systems. I am also currently enrolled onto a UK Finance course.

I have an excellent attendance record and I hold a full, clean UK Driving Licence.

### **Work & Duties**

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#### **National Commercial Recoveries Executive at Bibby Financial Services – April 2023 – Present**

My role in recoveries is dealing with risk and fraud within the business alongside working with Solicitors, Insolvency Practitioners, Risk Managers and Head of Business. As well as doing the credit control element of the job, my other duties include issuing LBA's to solicitors, submitting month end reports, conducting PRMs, understanding legal documents, coding and submitting legal bills, monitoring PG payment plans, issuing PG demands/on notice/release letters and correctly closing down/writing off accounts. This side of the business has allowed me to pick up on unusual activity, detect fraud and understand the recovery process for more difficult facilities.

#### **Credit Controller at Bibby Financial Services - March 2022 – April 2023**

Since becoming a Credit Controller I have learnt many new skills in Finance. My role currently involves managing a full portfolio of clients (confidential and disclosed), maintaining relationships with clients, debtors and RE/RM's, being organised with my workload (action list, work/confidential emails, workflow, inbound and outgoing calls, credit safe checks), minimising risk and working well alongside my colleagues. I thoroughly enjoy credit control and I believe I have picked up the role very quickly - I was given my full portfolio within one month of joining the business and I offered to take on some of the more challenging clients within my fourth month to grow my confidence and knowledge.

#### **Customer Service Advisor at Liberata UK Ltd - September 2020 – March 2022**

My role at Liberata was a Customer Service Advisor for Revenues and Benefits for the London Borough of Hillingdon Council and also First Point of Contact for Redcar & Cleveland Council. My main duties included assisting customers with general and complex enquiries regarding Council Tax, Business Rates and Housing Benefits, signposting customers towards the website and providing essential telephony support for non-digital clients. The KPIs and targets in this role were mostly for call volumes, call handling times, wrap times and abandonment rate. My duties in this role also included assisting with operating the switchboard for Burnley Borough Council and dealing with a widely varied clientele. This job required knowledge retention, speed, accuracy, patience and above all, friendliness. Working at Liberata helped me pick up excellent phone etiquette which had been pointed out by my supervisors.

**Front Desk Receptionist at Dakota Hotel Manchester City Centre August 2019 – January 2020**

My work as front desk receptionist at The Dakota Hotel was mainly to welcome guests, checking guests into and out of the hotel, making bedroom and table reservations and handling guest billing using the Front Office computer systems.

**Front of House/Reception at Nino's at The Fighting Cocks Cliviger and Nino's Rawtenstall July 2016 – August 2019**

My duties at both restaurants included Front of House reception work, providing full customer care, booking appointments over the telephone and in person and receiving payments, showing customers to their table, taking food & drink orders and occasional bar work. I also undertook administrative duties (processing invoices), online promotion, responding to reviews and updating of social media accounts

**Junior Stylist at The Hair Boutique Rossendale June 2015 – June 2016**

I started working in the salon whilst at school as a Saturday job and was then offered an apprenticeship. I attended Blackburn College and gained level 2 City & Guilds Diploma in Hairdressing. Working in the salon helped me make the transition from school to workplace and helped develop my social skills. I gained a lot of experience dealing with customers, managing social media for the salon and dealing with all aspects of reception work. I also helped the next apprentice in a mentoring and guiding role with the more basic jobs in the salon.

**Education**

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**Alder Grange Community and Technology School 2009 - 2014**

GCSEs  
Art B,  
English Literature B,  
English Language C,  
Biology C,  
Chemistry C,  
Physics C,  
ICT D,  
Graphics, D

**Blackburn College 2014 - 2015**

City & Guilds Level 2 Functional Skills Maths

**Accrington & Rossendale College 2015 – 2016**

City & Guilds Level 2 NVQ Diploma in Hairdressing  
City & Guilds Level 2 Functional Skills Maths

**Activities**

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In my spare time I enjoy traveling, cooking, socialising with friends and family and caring for my French Bulldog.

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References available on request