

## Profile

I am a very keen and conscientious person with the ability to grasp and retain new ideas and techniques. My key qualities include excellent Administration and Organisational skills, flexibility, and the ability to work to numerous deadlines whilst striving for the best possible result. I am a highly motivated, enthusiastic and conscientious individual with the ability to grasp and retain new ideas/technique with the ambition and dedication to excel within Administration, in which I am willing to put the extra time and effort in to achieving my career goals.

## Career Experience

**Company:** Park Cake Bakeries, Ashton Road

**07/12/2010 – present**

### Job Title: Bakery Operative

#### Duties:

- Picking and packing of products
- Weighing and measuring ingredients
- Ensuring correct weights and measures are used
- Assisting with distribution process
- Adhering to Health & Safety procedures
- Maintaining targets

### SEWING MACHINIST

**01/05/06 – 10/12/09**

**Privately work with different companies (Oldham)**

Flat locking sewing machine equipped with a cutting attachment used to join parts of duvet coverers, Flat Bed Sheets, cushions and over locking with flat sewing machine.

#### Main duties would include:

- feeding garment or textile sections through the machine
- stitching together full garments or fabric products
- adjusting machine settings for different jobs
- checking that finished work matches pattern instructions
- carrying out basic maintenance, such as cleaning and oiling machines.

### TNG Training Group, Oldham

**06/06/05 – 07/04/06**

#### Administration Assistant

The role of customer service/administration assistant involved a broad range of responsibilities including:

Answering telephone and reception enquiries in a polite professional and efficient manner.

Working in team providing fast and accurate information.

Liaising with customers/clients resolving any queries face to face or by the telephone.

Maintaining high levels of service on all aspects of administration & customer service.

Inputting & updating information on to the computer system.

Providing a full range of clerical and administrative support to a busy training department.

Other general administration duties such as filing, dealing with the post internal/external and prioritising my own work load.

### SK Electronics, Oldham

**14 /06/03 – 15/05/04**

#### Clerical Assistant

- The role consisted of providing administration and support to a busy customer services department. My main responsibilities included:
- Working on a busy reception, handling internal & external telephone calls.
- Providing 100% customer service, dealing with any queries that the customers may have big or small.
- General administration duties, including faxing, filing, photo copying, filing, indexing, cross-referencing and retrieving information
- and documents.
- Working as part of a team and under own initiative to get the job done.
- Gathering information by telephone, letter or in person, or referring to other sources.
- Recording or updating information using computerised or manual systems.
- Photocopying, sorting and distributing incoming post and preparing outgoing for dispatch.

### Customer Service Advisor

The role involved providing a fast & effective support and delivery to a busy distribution centre customer service department, allowing me to demonstrate skills in many areas. My main responsibilities included:

- Liaising with customers/clients resolving any queries via the telephone.
- Working in team providing fast and accurate information, also to resolve any problems/queries that the customers may have big or small.
- Maintaining high levels of service on all aspects of customer care. Administration duties and prioritizing my own work load.
- Assisting customers with product information providing 100% customer service via the telephone, giving advice and help on all aspects of services.
- Maintaining and processing documentation both manual and on the computerised system. Working as part of a team and under own initiative to get the job done.
- To liaise with external/internal departments with regard to customer accounts.
- Other general duties, such as invoicing, translating.

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### Kerry Logistics, Oldham

**16/04/2000 -15/01/02**

### Human Resource Administrator

The role consisted of providing administration and support to a busy customer services department. My main responsibilities included:

- To maintaining all personnel records for absenteeism, sickness, holiday's etc. Both manually and on a computerised database system.
- To prepare and input the weekly wages on to the computer system.
- To select and set up new starters.
- To reply to all correspondence and other general administration duties.

## Qualifications

Qualification	Grade	Year
• AVCE ICT (Double Award)	B	2003 to 2004
• AVCE ICT (Single Award)	B	2002 to 2003
• BTEC ICT (Intermediate)	Merit	2001 to 2002
• GCSE English	C	2002 to 2003
• Adult Literacy Level 2	Pass	2003 to 2004

## Other Relevant Training Courses

• Organisational Skills	• Communication Skills
• Team Building	• Customer Service Skills
• Dealing with Difficult people	• Time Management
• Presentation Skills	

## Computer Skills

• Word Processing	:	Microsoft Word, Word Perfect
• E-Mail	:	Microsoft Outlook and Outlook Express
• Spreadsheets	:	Microsoft Excel
• Presentations	:	Microsoft PowerPoint
• Database	:	Sage Personnel Version 6.01

## Other Information

• Date of Birth	:	04/11/1974
• Leisure Interests	:	During my spare time I enjoy spending time with my family and friends.
• References	:	Excellent professional and academic references available on request.