

Profile

I am an experienced administrator with a solid background in both corporate and government roles. I graduated with a 2:1 degree in Business Studies in 2020 as a mature student and mother and I made this commitment because I wanted to improve the opportunities for myself and my family. I am an organised, conscientious, and reliable hard worker and pride myself on my practical and academic skills. I love learning and am committed to always improving my skills and setting a good example for my children. I am currently looking for the opportunity to work remotely, be part of a great team to use and develop my skills.

Skills & Attributes

- Over 15 years' experience of working in administrative rent setting/service charge management and reception roles in busy office environments
 - Confident communicator with the ability to convey messages clearly to customers, put them at ease and provide excellent customer support
 - Excellent customer service skills with the ability to always remain calm and professional
 - Fully competent with IT including Apple and Microsoft products
 - Excellent problem-solving skills developed through my previous roles as a Case Officer and Administration Officer where I communicated with clients and other professionals to resolve customer disputes
 - Experienced in dealing with complaints, escalating problems, and keeping accurate records.
 - Time management, organisational skills, and prioritisation skills with experience of working within strict timelines and deadlines.
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Employment History

Energy Specialist, Firstsource solutions Limited Pontypridd/Eonnext Work from home (January 2023 – Present). I worked for the first source in partnership with Eon next and started working for Eonnext from 11th April 2023. I was responsible for residential inbound and outbound calls for both new and existing customers. My main duties were receiving and directing warm and cold calls. Ensuring all information was accessible, accurate and available for customers online/via app account. Raised complaint from start to finished and all general customer service inquiries tender to customers.

Administrative Officer, Medway Maritime Hospital NHS Foundation Trust, Medway (May 2016 – September 2017). I worked as a temporary bank staff. I was responsible for supporting internal and external communication for both patients and staff. My primary duties were managing paper files and ensuring all information was accessible, accurate and available.

Case Officer / Clerical Officer, Private Residential Tenancies Board (PRTB), Dublin (August 2008 – September 2014) I worked for PRTB for over 6 years my main duties and responsibilities were processing disputes and applications to check for conformity and

hearings. This would involve corresponding with all involved clients, reviewing, redacting, and tabulating evidence.

Additional Information

I moved from Dublin to Kent in 2014 and had time out to take care of my family from 2014-2016
From 2002 until present I have been taking care of my four children

Previous Employment History

In 2008 I worked for 3 months as a Receptionist/ Switchboard for Ulster Bank and Mortgage Centre

From 2005 until 2007 I was employed as Document Controller and Assistant Administrator for Graham Construction Project immediately after finishing my EDCL course.

Education & Training

- **Go Train (October 2022 - November 2022)** Entry Level 3 - Character Education/ Employability Skills
- **stive Training (October 2022 - October 2022)** Entry Level 1 - Civil Service Course
- **Job Entry Targeted Support (JETS), (August 2021 - Present)** Shaw Trust/ Twin Training. I have taken part in voluntary live video training sessions.
- **On-the-job training:**
I have completed a range of Administrator related training courses including GDPR, Health & Safety and Manual Handling, and The Digital College Exam on Basic Microsoft Word and Excel
- **GradForce's Get Hired (January 2021- July 2021)** Growth or Survival: Enabling Your Mindset to Growth, Belbin 1-1 Debrief, whom do you think you are, Personal Branding, The Recruitment Cycle and Professionalism in the Workplace.
- **BSC Business Studies, 2:1, Canterbury Christ Church University (September 2017- August 2020)** Core Modules included: Accounting & Financial for Business, Contemporary Business Issues, Marketing and Practice, Economics, People Management in the 21st Century, Business Analysis, Accounting for Business, Project Management, Developing Sustainable Enterprise, Human Resources Management and Management/Leadership.
- **ECDL Business Studies/ Management and Payroll, Pass, Irish Computer Society Skills (September 2007- July 2008)** Modules included: ECDL, Business Calculation, Communications and Payroll - Manual & Computerised
- **BSC Business Information Systems, 2:3, Lagos State University (September 1993 - August 1997)** Core Modules included: Pascal, C++, JavaScript, Website design and development, Animation design, business Information System Concepts, Research Methods and computing.

Activities & Interests

I enjoy watching a variety of sports, cooking, travelling, reading, watching documentaries, keeping fit and spending time with my family and children.
