**Name**

Address

Telephone number Mobile telephone number

Email address

LinkedIn, link (if you have one)

**Profile:**

I am currently working full-time in the sales section in a small Leeds based manufacturing company. I have been described as a highly motivated, well-organised, hard-working and reliable individual by my manager. I have excellent communication and IT skills, including a solid grasp of Microsoft Word, Excel and SAP.

I am calm, confident and friendly when dealing with customers and have excellent data input and typing skills (see qualifications below).

**Key Skills**

* Excellent typing and data management skills
* Excellent telephone manner and customer support experience
* Solution orientated
* Calm, but with a persuasive manner

**Employment History:**

**Administrator & Sales Ledger**

**Manufacturing company name 2015 to present**

* Working in the Customer service division of a small but busy electronics manufacturing company
* Taking incoming telephone enquiries and quoting prices
* Setting up new customer contracts / leases and account management.
* Processing Direct Debits payments using Albany E-Pay software / Clear Direct Debit with FileZilla, Debit/Credit Card payments via virtual online terminal and BACS refunds online.
* Use of both SAP for order processing and SAGE 50 Accounts for invoicing, posting customer payments, and statements. I also do a little credit control.
* In addition to the above I use Word and Outlook, Zoho online database on a daily basis.
* Updating website company website, Rightmove and Zoopla with new commercial properties.

***Reason for leaving*** – This company is very small, I seek a larger team to support

**Full-time Sales Support**

**Care training company 2012 to 2015**

* Working for a Care training company in Customer service.
* Taking telephone enquiries and managing the customer enquiry
* Using SAGE Accounts for invoicing, allocating customer receipts, reporting.
* Doing credit control, with the daily use of Excel spreadsheets.
* Processing orders (Salesforce data inputting and reporting).
* General office administrative duties. I also volunteered for the role of fire warden.

***Reason for leaving*** – To join my current employer (remuneration)

**Garden Centre & Cafe Assistant (Part-time During my studies)**

**A Garden Centre 2009 to 2012**

* Customer service, cash handling (EPOS till system)
* Managing telephone enquiries.
* waitressing.
* Knowledge of Health and Safety.

**Education and Qualifications:**

**External training provider 2015**

* NCFE Level 2 Award in Occupational Health and Safety

**Robust IT 2013**

* Microsoft Online 2013 Online Course

**College 2014 (8-week course evenings)**

* NCFE Level 2 Certificate in Equality and Diversity

**External training provider Oct 2012 to Oct 2013**

* Level 2 NVQ in Business Administration

**College 2010 to 2012**

* OCR Text Processing level 2 – passed with Distinction
* OCR Text Processing level 1 – passed with Distinction
* 3 A level passes (English Language A, Tudor History A, Classical Civilisation B)

**High School - 2004 to 2009**

* 8 GCSE passes (grade A to C), including English Language, English Literature, Maths and History)

**Interests:**

I have a passion for books, history and the countryside.

I like to visit Historical & archeologically sites across the CV

I enjoy reading, writing, listening to music.

**Other achievements:**

I drive and have my own transport

During my high school years, I was the Secretary for the Student Council.