

**CURRICULUM VITAE
GEORGINA**

For further information

Contact Jude-Employment Co-ordinator

Phone DDI 03 353 4161

PERSONAL PROFILE

I am seeking a office manager/PA position where I can apply my proven skills and 8+ years of practical workplace experience in office administration. I am an effective and excellent communicator, who is able to work with both internal and external personnel at all levels. I can multi-task and work under pressure. A flexible, co-operative and focused team player. I am reliable, hardworking and friendly. I enjoy a challenge and being able to use my initiative, having worked successfully in both small and large teams.

QUALIFICATIONS (UK)

2001-2002

PA Skills Diploma

Pitman Training Centre, Newbury

Word	Excel
Access	Write for Business
PowerPoint	Audio Transcription
Outlook	Adobe PageMaker
Photoshop 6.0	Computer Keyboard

1991-1997

G C S E's -

Burford School and Community College,

English Literature, Geography, English Language
French, Business Studies, Information Studies, Technology

1991

City & Guilds

Swindon College, Oxford

IT Qualification - Level One

EMPLOYMENT HISTORY

May 2008 – Present

Office Manager/PA

BayCity Communications Ltd

Duties include:

- Personal Assistant to Managing Director
- Preparing & collating Board reports for monthly circulation
- Organising all aspects of monthly Board meetings & liaising with directors/shareholders
- Diary Management
- Personal Assistant duties to the Management team when required
- Company HR including:
 - Advertising jobs
 - Liaising between candidates and managers
 - Internal HR issues
 - HR administration
 - Staff training
- Sole responsibility of travel arrangements for staff and working within a set budget
- Office Management including:
 - Stationery orders
 - Office building duties i.e. liaising with landlord, cleaning contractors etc

- Helped implement customer complaint procedure:
 - Dealing with customer complaint issues from website, forwarding & logging to relevant departments
- Monthly invoicing (have used both MYOB & Exonet)
- Dealing with billing queries and assisting with the finance team job queue
- Telephone enquiries
- Arranging staff functions i.e. Christmas Party for 70+ people
- Attending and note taking in meetings
- Administration duties

Feb 2007 –Aug 2007 **Office Coordinator/PA**
Melo, Berkshire
Chartered Surveyors

Duties included:

- Personal Assistant to Managing Director
- Administration/Secretarial Support
- Office Management/Coordination
- Involved in company website design & management
- Dealing with incoming/outgoing correspondence
- Planning marketing strategies
- Brochure design
- Typing
- Call handling
- Diary management/Hotel booking
- Involved in subcontract orders/quotations

Jul 2005-Feb 2007 Year Out - House Renovation

- Time management
- Budgeting
- Dealing with suppliers and contractors
- Project management

Sep 2004-Jul 2005 **Acquisitions Administrator**
Vodafone Corporate, Berkshire

To work as part of a team actioning customer requests to transfer mobile numbers to Vodafone Corporate from other networks and Service Providers using the MNP2 process.

- Process Ports/Migrations
- Liaise with Service Providers to confirm/schedule Ports/Migrations
- Handle queries relating to Ports/Migrations from Customers, internal & external
- Liaise with Sales or Customer to obtain all information required to set up billing on Gemini, equipment requirements & delivery
- Follow MNP2 processes (Consumer & Bulk) to ensure smooth transition to Vodafone Corporate
- Escalate to Management issues which are customer impacting or require urgent attention
- Continuously look for opportunities to increase productivity or process improvement
- Undertake any tasks required by Management in the interest of the company

Jun 2003-Sep 2004 **Sales Administrator/Customer Services**
Topcon (GB) Ltd, Berkshire

Ophthalmic

- First point of contact for all sales related calls from both customers and colleagues
- Sales support for two Area Sales Managers and all related administration for the areas they cover, quotations, tenders, correspondence and general enquiries
- Processing orders generated by the external sales team
- Arranging delivery and installation of orders
- Maintaining the weekly sales diary

Mar 2002-Jun 2003

Select Appointments Plc

I undertook long-term temporary contracts with companies such as Vodafone and Sovereign Housing Association. These were positions of general administration, telemarketing, customer service and reception duties.

Jun 2001-Mar 2002

Pitman Training Centre, Newbury

Full time study (see Education)

Feb 2001 -Jun 2001

Bampton Design Ltd, Oxfordshire

Furniture Makers

Administrative Assistant

- In charge of sourcing new business by contacting companies on the telephone or via the internet
- Sole responsibility of maintaining the marketing database.
- Handling all brochure requests, ensuring information was dealt with promptly
- Dealing with correspondence and itineraries for Managing Director
- Organisation of stock control and transport arrangements
- Organizing and maintaining of new filing system

Jul 2000 -Feb 2001

Administrative Assistant , ATG , Oxford

Specialised Holidays

- Customer care both face to face and on the telephone
- Maintaining the marketing database, setting up and following up of mailshots
- Managing correspondence and faxes
- General administration for clients' holiday documents
- Ensuring all brochure requests were promptly sent out and the data added to the database

Jan 1999-Jun 2000

Customer Services

Barclays Bank, Oxfordshire

- Dealing with all customer account enquiries and complaints via the telephone
- In charge of all aspects of closing customer's bank accounts

References available on request