ANDREA REID

LONDON

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Summary

An adaptable and determined individual with a significant amount of experience working in various customer service type roles.  As a result of my excellent communication skills, reliability, as well as a team oriented perspective, I confidently believe I have the appropriate skills to meet any expectations that a customer service or administrative role might demand. I also possess a proven ability to multi-task within a fast paced, dynamic environment while remaining professional and courteous throughout.

Very capable of meeting deadlines and works well under pressure.

Career History

**DATA-ENTRY ADMINISTRATOR (VOLUNTARY), Feb 2015 - Sep 2015**

Action On Energy

* Inputting and updating company bank statement  on spreadsheets.
* Inputting all receipts e.g. travel, lunches on a weekly basis
* Inputting all transactions from brought ledgers and spreadsheets.
* The ability to input all information accurately and precisely.
* Helping Colleagues with other tasks.

**OFFICE ADMINISTRATOR (VOLUNTARY), Nov 2010 - Jun 2011**

Next Education

* Logged Messages left over night on answer machine.
* Making and receiving calls to clients, transferring calls to relevant advisers.
* Collected and opened incoming mail, and arranged for it to be delivered to the appropriate member of staff.
* Inputting and updating clients details on the computer, updating details in the filing system and making files for new clients.
* Provided administrative support by typing letters correspondence, photocopying, filing, answering the telephone, taking messages, and ordering stationery and sending out the post.
* Inputting advisers worksheets on a monthly basis.

**FULL TIME CARER, May 1997 - Nov 2010**

Carer

* Full-time carer for a child with multiple disabilities.
* Ability to deliver: personal hygiene and gastronomy management.
* Understanding of how to co-ordinate with relevant staff within the Primary Care Trust, e.g Therapists, Consultants, Community Nurses, Wheelchair Services, SEN Teachers and care agencies.

**DISABILITY ADVICE SERVICES (VOLUNTARY), 2004 - 2004**

Administration

* Assisting clients with a variety of duties including benefit advice and form filling.
* Dealing with the public face to face and on the telephone.
* Drafting correspondence on behalf of clients and data-entry  for clients database.
* Voluntary position taken on to enhance administrative skills.

**BLUE ARROW EMPLOYMENT AGENCY (TOOTING), 1995 - 1997**

Metropolitan Police Operator

* Taking calls from members of the public and operating a busy switchboard.
* Reporting calls and transferring calls to CAD (Control Aid Dispatch) room.
* Transferring emergency calls for police assistant.
* Logging date and time of calls and reporting information concisely and accurately.
* Promoted after less than six months of working as an administrator in a different department.

**Office Temping, 1987 - 1995**

Blue Arrow Agency (Tooting)

Long term contract in customer service roles with British Gas, British Gas, London Electricity, (EDF) DWP, British Telecom and Commission for Racial Equality.

* Customer service on the telephone and face to face contact a variety of administrative roles.

Education History

**South Thames College, Tooting Campus/Wandsworth Campus, Sep 2015 - May 2016**

City & Guilds

**Functional Skills qualification in English at Level 2**

Functional English speaking, listening and communication at Level 2

Functional English Reading at Level 2

Functional English Writing at Level 2

Certification module for Functional Skills qualification in English Level 2

**Functional skills qualification in Maths at Level 1**

Currently studying

**Functional skills qualification in Mathematics at Level 2**

**GCSE English Literature**

Interests & Hobbies

* Interior Designer,
* Painting & Drawing;
* Watching old Black & White movies.

Key Skills

* Excellent Communication skills (Verbal & Written)
* Significant Customer Service experience (in person/Telephone)
* Strong Interpersonal skills
* Good problem solving skills & multi-tasking ability
* Very organised with sound Administrative ability
* Practical IT knowledge WORD, EXCEL, POWERPOINT
* Literate & Numerate
* Good time management
* Full clean driving licence

Professional Qualifications and Training

* Aug - 2016          **VTCT Employability & Personal Development
                           Course Level 1**
* Jul - Aug 2013     **NCFE Level 1 Alcohol & Drug Awareness** Drop the Tag Training & Consultancy

   SCOLA College, Wallington, Surrey

* May - Jun 2013    **NCFE Level 2 Award in Mentoring**

                                  Drop the Tag Training and Consultancy

                                  SCOLA College Wallington, Surrey

* Nov - 2012        **Training Association South**

                                  BTEC Employability Award E-Level 3

* Jun - 2012          **Training Associates South**

BTEC Retail Level 2

* Jun - 2012          **Training Associates South**

                                  BTEC Customer Service Level 2

* 2008                  **Learn Direct, Tooting**

Completed ECDL MS Office 2003

                                 Adult Literacy & Numeracy, OCR Levels 1,2

* 1994-1995         **Westminster College**

HND Travel & Tourism

References

  References available on request