###### Curriculum Vitae

###### **Fredericka**

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# Objective:

# I am a hardworking, intelligent individual, who aims to excel, meet targets and better myself. I work well both individually and as a team, I use my own initiative and take direction and criticism equally well. I am friendly, enthusiastic and always deliver excellent customer service. I have 5 years admin experience and hold a level 3 business and administration qualification. I am extremely organised, work well under pressure, can prioritise my workload and meet deadlines. I am a very quick learner and adapt to new things very quickly. I thank you in advance for reading my CV and hope I have something you are looking for.

# Employment

**St Mary’s C of E Primary School ~ May 2012 – Present**

* Office Assistant in a busy primary school, which is currently undergoing a massive expansion from one form entry to three form entry working with all levels from children and parents to teachers, senior leadership team, governors and outside agencies.
* Front of house duties -dealing with queries, issues and complaints face to face, over the phone, via email and using Parent Mail system.
* Proactively work to improve poor attendance and punctuality by monitoring reports on SIMS and having meetings with parents and welfare officer to discuss and find solutions.
* Involved in all communication with new starters, participate in ‘welcome meetings’ and school tours for prospective parents. Meet with parents to discuss pupil retention when needed.
* Manage parent payments using the schools ParentPay software.
* Maintain, develop, design and update the school’s website and newsletters.
* Training new admin staff and apprentices when required.
* All school ordering and paying invoices cheques using the schools finance software FMS.
* School admissions manager.
* Data inputting, reporting and analysis.
* Provide administrative support to the head-teacher and senior leadership team, by arranging appointments and completing weekly electronic diaries, arranging meetings, preparing meeting rooms, arranging and collecting catering, booking travel and trips for 500+ students & staff.
* Ad hoc administrative support if and when required.
* **Volkswagon Lancaster Loughton- April 2015 – Present**

Receptionist/Hostess; Ensuring that all customers are greeted professionally and appropriate assistance provided, answering the telephone in a professional manner, following brand guidelines and values, ensuring all callers are introduced by name. Making sure any customer complaints are handled with empathy and professionalism.

* **Unit 8, Deejay Shoes ~ June 2010 – May 2012**

Shoe Retailer; serving customers, taking cash, delivering stock, cleaning of shop, stock replenishing, booking in deliveries, dealing with complaints.

* **Squirrel Wood Equestrian Centre ~May 2009- June 2010**

Groom/Stable hand. General care, maintenance and exercise of equines, assisting people learning to ride both schooling and hacking, care of other animals on site such as donkeys, goats and the yards terriers.

* **The Three Pigs Public House & BB ~** **Jan 2010 - June 2010**

General bar and waitressing; as below.

* **Butlers Bar & Restaurant ~ Jul 2008 - Jan 2010**

General bar and waitressing; serving customers, taking cash, cashing up, stock replenishing, locking up, taking bookings.

* **The Dales Hotel ~ March 2007- Dec 2007**

Working on reception, taking bookings, answering the telephone, making drinks, running bar, nightly turn down of rooms, waitressing.

# summary of Education & Qualifications

* **Sheringham High School 2003-2008**: (GSCES)
* English Literature – **A**, English Language- **B** Mathematics – **C**, Science – **C/C**, Business – **B,** Drama- **A,** History – **B,** Religious Studies– **B**
* **Norwich City College 2008-2009:** (AS-Levels)

Media – **C,** Business – **C,** Film -**D ,** Key Skills in IT

* **Norwich City College 2009-2010:** (BTEC National Level 3)

Public Services Course Including: Team Leadership, Team development, Citizenship, Law, Psychology and Sociology.

* **Smart Training & Recruitment 2012-2013:** (Level 3) Business & Administration

### OTHER SKILLS

* I have excellent communication skills, verbally and written, with a professional telephone manner.
* I have studied and passed team leadership and team development courses and consider myself a good team player and equally as good team leader, able to work both alone and with others.
* I am confident on computers, able to efficiently use Microsoft packages, can touch type and able to use both macs and windows computers.

# Other Achievements

* Full clean UK driving licence
* Completed intensive week at Outward Bound.
* Regular competitor in showjumping.
* Positive Handling Training
* Paediatric First Aid

# Interests & Hobbies

* I have been horse riding since a very young age and have my own horse. I enjoy horse riding both competitively and for pleasure.
* I also enjoy going to the gym and other sporting activities, in particular playing netball. I currently coach a netball club at school for the children.
* I love spending time with my family and taking my young nieces out, I am a very sociable person and love to go out with my friends and meet new people.

REFERENCES

Available upon request.