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| Masonmason.372573@2freemail.com  |

**Career Summary:**

More than 20 years experience working in an office based environment where I have gained excellent communication and listening skills whilst dealing with members of the public, outside agencies and a wide range of professionals. A well developed team player, with an ability to work under pressure at all times.

**Job Skills:**

* A working knowledge of all office software packages
* Analytical thinking, decision making and problem solving skills
* Quick to respond to new challenges and roles
* Effective listening skills
* A good team player
* Conflict resolution
* Equality and Diversity

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|  Career to date |

**Niramax** Oct 2013 -Present

*Receptionist*

* Working on a switchboard handling up to 250 calls per day
* Responsible for meeting and greeting visitors and where appropriate showing them to their destination
* Organising and ordering hospitality for meetings
* Ordering, storing and distributing office supplies, documents and stationery
* Distributing and franking of all incoming and outgoing post
* Scanning and storing weighbridge tickets emailing to customers where necessary
* Email copy invoices, statements & payments records upon request, from P & L system
* Taking card payments for customers & emailing details to accounts

**HOUSING HARTLEPOOL Oct 2012 - Jun 2013**

*Temp. Corporate Support Assistant*

* Providing an administration support service to the Group
* Dealing with enquiries from customers/outside agencies in person and over the telephone
* Processing credit card transactions and handling petty cash
* Using and maintaining Ebis financial system to administer invoices and requisitions
* Ordering, storing and distributing office supplies, documents and stationery
* Franking and distribution of incoming and outgoing of all post
* Setting up rooms, including organising and ordering hospitality for meetings
* Providing general clerical support including photocopying, faxing and filing

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| **Teesside High School** |  **Feb 2007- Sept 2012**  |
| *Receptionist* |  |

* First point of contact to the school. Providing a highly confidential, efficient reception & admin service
* Effectively use and maintain the switchboard, delivering a professional and customer focused service
* Meeting and greeting visitors, issuing visitors passes
* Maintain students attendance database, ensuring all details are input accurately
* Wide range of administration duties: typing pastoral issues, organising transport for school trips
* Collecting reply slips and monies for teaching staff
* First aid duties; responsible for safekeeping/administering medication for students under strict guidance

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| **Hartlepool Primary Care Trust** | Feb 2005 – Jan 2007  |
| *Administration/Clerical Officer – Heart Failure Team*Responsibilities include: |  |

* Maintain the smooth running of the Heart Failure Services by effectively managing the appointment system to ensure care is provided in a timely manner
* Update medical changes on the patients database, informing G.P’s of these changes
* Responsible for the safekeeping and distributing of prescription pads to all nursing staff, community matrons and emergency care practitioners

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**Pubmaster LtD** Mar 2000 – Jun 2004 |  |
| *I.T. Helpdesk Supervisor*Responsibilities include:* Ensuring all user calls to the helpdesk are logged and prioritized according to business needs
* Problem solving – logically resolving user problems through interpreting/translating reported problems, using

a step by step approach**Pubmaster Ltd** Jan 1984 – Mar 2000*Computer Programmer/Operator*Responsibilities include:* Maintain and implement a Computer Systems Operations Schedule, performing routine tasks as necessary

to support the Company’s business activities* Provide accurate reports to the Manager and the team of Analysts on product volume sales.
* Maintenance of Brewmaster Software and developing in house programs
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**J.W. Cameron & co ltd** Feb 1980 – Jan 1984

*Administration Clerk*

Responsibilities include:

* Undertaking all clerical duties within an I.T. department
* Developed the ability to prioritise own workload
* Deputised for punch card operators when required

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| Qualifications/Training |

* NVQ11 Business and Administration
* NVQ111 Business and Administration (due to complete end of 2016)
* ECDL – European Computer Driving Licence
* Basic Counselling Skills
* Health and Safety at Work
* Safeguarding for Children (Child Protection)

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| Additional Information |

* Full clean driving licence
* CRB Disclosure Document
* Interests: Family activities, exercising, music and travel