

JACKY LAWRENCE

I am a friendly outgoing person with enthusiasm and drive. I am happy working in a team and motivating others, or working alone, as I am self-motivated. I am organised with an eye for detail and consider that presentation is key to a professional image. I am punctual and hard working, reliable, conscientious and tactful.

I have extensive experience in a wide range of industries and a sound knowledge of many skills. I look for opportunities to put my abilities and initiative to good use within challenging and interesting roles.

I have a fully equipped office at home from where I can work virtually if it's convenient.

Work so far

Back Office PA

January 2009 – present

Owner

Prior to moving from Blackburn to Kenilworth, I decided to start my own business as a Virtual Assistant. After taking on a number of clients who wanted me to go to their premises, I changed my title to Freelance Business Assistant. I have had a diverse number of clients, from an installer of gates for lift shaft edge protection, to a music teacher, an events and networking marketer to a Canadian company who sell royalties from oil well production. I have been able to draw from my experiences to provide what I believe to be an excellent service. I have learned even more from my clients than I did as an employee during this time.

Temporary assignments

June 2008 – November 2008

Various reception duties, then working in Accrington Victoria Hospital, Accrington, Lancashire in their Single Point of Access Department as an administrator. This department captures all District Nurse referrals following patients' discharge from hospital. There was considerable data input, use of Excel spreadsheets and compilation of graphs and reports for submission by the Modern Matron to superiors to demonstrate levels of work and breakdown of duties undertaken by district nursing teams. I designed and implemented a new district nurse referral system on Excel to enable these reports and information to be compiled. Alongside this, there were associated administrative duties. I have undertaken various administrative roles these past months covering all aspects of clerical duties.

R J Imports Ltd, Drayton Bassett, Staffs (liquidation)

Feb 2008 – May 2008

CENTRAL SYSTEMS DEVELOPER/ADMINISTRATOR

Duties and achievements included:

- ❖ Being responsible for and setting up computerised system on MYOB (Mind Your Own Business)
- ❖ Inputting stock figures and creating stock and client databases on MYOB
- ❖ Sourcing and finding new warehouse premises, liaising with landlord and solicitor re lease, etc.
- ❖ Liaising with a website builder to create a new website to replace the old one
- ❖ Meeting clients based in the UK with the managing director
- ❖ Being personal assistant to the managing director, undertaking all administrative duties as required and travelling to Drayton Bassett office weekly

Other duties were to include:

- ❖ Being responsible for day-to-day running of business including shipping, accounts, invoicing, orders, liaising with bank, budgets, mail shots, meeting clients, website management, sales, etc.

Dylan Harvey Property Developments Ltd, Padiham, Lancashire

July 2006 – December 2007

COMPLETIONS DEPARTMENT

Duties and achievements included:

- ❖ Liaising with property purchaser to ensure ID and other necessary documents arrived at solicitors accurately and promptly

- ❖ Liaising with solicitors to expedite conveyance procedure ensuring as a priority that the completion date was met to preclude penalties
- ❖ Ensuring that clients were informed and updated by mail or email regularly of progress on their property
- ❖ Maintaining accurate and up to date information as provided, for bespoke DH system (Filemaker)
- ❖ Answering queries from clients, solicitors and colleagues during purchasing period, undertaking all administration as required and maintaining very high level of customer service throughout

Craemer UK Ltd, (then) Chadderton, moved to Telford

August 1999 – June 2006

OFFICE MANAGER

Duties and achievements included:

- ❖ Initial set-up of office from scratch, including equipment, furniture, software and systems, in accordance with German head office systems and guidelines, learned from regular visits
- ❖ Undertaking all administration as required
- ❖ Using SAGE for: accounts, sales and purchase ledgers, petty cash, expenses, invoicing, statements, banking, etc. until another was employed in this section, then supervising
- ❖ Marketing and advertising using own resources until an advertising company was retained and another employed in this section, then supervising
- ❖ Planning and attending exhibitions
- ❖ Liaising and meeting with clients and maintaining a high level of customer service
- ❖ Being PA to the MD, as well as compiling correspondence for him and other members of staff, undertaking all necessary administrative duties, making appointments and other arrangements as required

CareerTrack Inc, USA (now Fred Pryor Seminars and CareerTrack)

1996 – July 1999 (with an 8-month break – please see notes)

SEMINAR SALES MANAGER (in the UK)

Duties and achievements included:

- ❖ Liaising with venue to ensure company requests were met
- ❖ Ensuring trainers' needs were met
- ❖ Ensuring delegates' needs were met
- ❖ Setting up seminar room with audio/visual equipment and other materials as required
- ❖ Setting up breakout room, ensuring the comfort of all
- ❖ Setting up sales presentation area to promote and sell training and motivational resources to meet targets
- ❖ Daily reporting back to head office with sales figures, feedback forms and report

F Duerr & Sons Ltd, (then) Old Trafford, Manchester

1984 – 1995

PA/Secretary to the chairman and executives, head of customer service

Duties and achievements included:

- ❖ PA, secretarial and administrative services to the chairman and executives as necessary
- ❖ Producing monthly figures for production forecasting and fruit buying
- ❖ Producing monthly sales figures for presentation at Board meetings
- ❖ Created system and department for dealing with customer complaints, liaising with customers, clients and professional bodies as necessary, maintaining a high level of customer service as required, and insisted upon, by the chairman

Education & personal details

Educated to A Level in London and gained a BTEC in Manchester.

Qualifications from school include: English language, English literature, French, maths, biology, art, then at college, I undertook a two-year bi-lingual secretarial course qualifying with French and Spanish. At Salford College, Worsley, I took a BTEC National Certificate in business, finance and French and gained a distinction.

Address: Based in Kenilworth

General and notes

Having worked a year for CareerTrack, I was made redundant when the company decided to merge with Fred Pryor. During this eight-month period, I worked as a temporary medical secretary. CareerTrack decided not to go ahead with the merger and reinstated me, until in June 1999, the merger went ahead after all, as did my redundancy.

I have considerable experience in Word, Excel and Outlook. A recent test of my typing skills showed my speed as 95wpm with 98% accuracy. Whilst at Dylan Harvey, I used Filemaker, a database application. I have acquired a great deal of experience in many areas of work, and still have a willingness to learn all I can. I enjoy variety and responsibility and have a natural instinct to organise. I feel at ease working in a team, alone, or from home. From time to time, I have had to make presentations, either within my work, or as part of a hobby and this I enjoyed very much.

From 1995 to 2000, having qualified as a fitness instructor, I worked for Rosemary Conley Diet & Fitness Clubs three to four evenings a week. I am still very keen on exercise, as well as reading, socialising and eating out. I love driving, whether for work or for personal reasons and very much enjoy travelling.