

Alice Carter

3, FRONT STREET, ARNOLD, NOTTINGHAM NG5 8DP

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~ Personal Statement ~

I am an administrator with 3 years' experience in a small engineering firm (30 staff). My role includes administrative and secretarial duties, bookkeeping and organising travel/events. I have gained further experience from working with my family's business.

Bookkeeping

- ▶ I have managed all bookkeeping for ABC Corp for the past 3 years.
- ▶ I do bookkeeping for my father's newsagent which I have done for the past 5 years.
- ▶ I hold AAT Level 1 in bookkeeping which provided me with an understanding of all key bookkeeping terminology, coding and batch coding, single and double entry, producing invoices, defining transactions and petty cash.

Working with spreadsheets

- ▶ I use spreadsheets in my role at ABC Corp to manage client data and orders, and to produce performance reports.
- ▶ I hold AAT Level 1 in Spreadsheet Software which taught me how to enter data, manipulate the layout, work with basic spreadsheet formulae, format and print data and create charts.
- ▶ I hold an GCSE A* in ICT which included a comprehensive module on using spreadsheets.

Microsoft Packages

- ▶ I am a competent user of Microsoft Word, Excel, Powerpoint and Outlook.
- ▶ I use all four in my current position. Word is used for all letters; Excel is used as above; Outlook is used for our email and in addition, I create Powerpoint presentations for others to use while training and for managers to use when presenting results.
- ▶ Aside from my current position, I have used Word and Excel since secondary school, initially for school work and then when assisting my father with his shop.

Reception/administrative

- ▶ Currently I provide reception and phone cover for 2 out of 5 days a week, plus ad hoc cover when it is busy or to cover illness.
- ▶ I am the initial point of contact on those 2 days for complaints handling and I am confident in dealing with and reassuring even angry or rude callers.
- ▶ I am well-spoken with a friendly yet professional phone manner and I am competent at handling enquiries.
- ▶ I gained further face-to-face customer experience working in my father's newsagent shop for 2 years.

General admin skills

- ▶ I carry out a range of general admin duties including filing, data entry, photocopying, scanning and faxing in my current role.
- ▶ Sometimes my current workload can be extremely heavy but I am confident in taking a proactive approach, prioritising tasks and maintaining a positive attitude even when working under pressure.
- ▶ Previously working for my father's business, I had accountability for stock, cash, merchandising, and in the absence of my father, for the opening up and closing of the store.

Travel and events

- ▶ In my current role, I organise transport and accommodation for the managers who travel regularly.
- ▶ I organise all company socials and get togethers (approx. 6 per year), plus open days and exhibitions.
- ▶ Organisation included booking appropriate venues, catering and entertainment, managing attendees and handling health & safety such as risk assessments and measures required. In addition I dealt with enquiries.

~ Work history ~

Administrator ABC Corporation, Nottingham	March 2017 - date
Bookkeeper Frank's Newsagent, Mapperley	March 2014 - date
Shop Assistant Frank's Newsagent, Mapperley	March 2014 – February 2017

~ Qualifications ~

AAT Level 1 Bookkeeping Kaplan Learning	February 2014
AAT Level 1 Spreadsheet Software Kaplan Learning	February 2014
9 GCSEs Grade C and above including ICT with A* Pinewood Comprehensive School, Nottingham	July 2013

~ Hobbies and Interests ~

I am an active person and I like getting outside as often as the weather permits. I enjoy spending time with my family and love walking or cycling in the countryside.

~ References ~

Andy Jones – General Manager
ABC Corporation
andy.jones@abc.com
0115 9123456

Florence Hardwick – General Manager
Frank's Newsagent
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0115 9234567

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