Alice Carter

3, Front Street, Arnold, Nottingham NG5 8DP

0115 9123456 ~ alicecarter@hotmail.com

**~** 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.

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| 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.
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| 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.
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| 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 mangers 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.
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**~** Work history **~**

Administrator March 2017 - date

ABC Corporation, Nottingham

Bookkeeper March 2014 - date

Frank’s Newsagent, Mapperley

Shop Assistant March 2014 – February 2017

Frank’s Newsagent, Mapperley

**~** Qualifications **~**

AAT Level 1 Bookkeeping February 2014

Kaplan Learning

AAT Level 1 Spreadsheet Software February 2014

Kaplan Learning

9 GCSEs Grade C and above including ICT with A\* July 2013

Pinewood Comprehensive School, Nottingham

**~** 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 **~**

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| Andy Jones – General ManagerABC Corporation andy.jones@abc.com0115 9123456 | Florence Hardwick – General ManagerFrank’s Newsagentflorence.hardwick@aol.com0115 9234567 |

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