Claire maddison

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**PERSONAL INFORMATION**

* Marital status: Single
* Nationality: British (English)
* D.O.B: 13/09/92
* Health: Good, no disabilities, non smoker
* Additional: Current passport & full clean driving licence

**QUALIFICATIONS**

I have GSCE’S passes in the following subjects:

. English literature; Grade A

. English Language; Grade B

. Applied science; Grade CC

. Business Studies; Grade C

. I.C.T; Grade C

. French; Grade C

. Religious Education; Grade C

. Technology (graphics); Grade C

. Mathematics; Grade C

. Technical Certificate NVQ Level 2 Business Administration

. NVQ Level 2 Business Administration

. NVQ Level 3 Business Administration

. Technical Certificate NVQ Level 3 Business Administration

. NVQ Level 2 customer service

. Technical certificate NVQ Level 2 customer service

**ADDITIONAL EDUCATION AND TRAINING**

. First Aid training in - 2008

. Libra Training carried out in Leeds Magistrates Court - 2009

. Leaders Development Course, Sunderland ITEC - 2010

. Sunderland ITEC- Technical Certificate Business Administration – 2010

. Excel – formulas and pivot tables – May 2013

. Customer service training – 2012

. Gas SHEA training 2015

. Northern Gas Northern – in house design training

**EMPLOYMENT HISTORY**

**April 2014 – Present Northern Gas Networks – Domestic Customer Experience Representative**

I am currently employed as a Domestic Customer Experience Representative at Northern Gas Networks.

My duties and main responsibilities are the use of databases such as SAP, Xoserve, line search and insight

Inputting customer details and job descriptions into SAP

Making sure myself and my team deliver the best possible service to the customer

Creating documents on Microsoft excel and Microsoft word such as risk assessments and customer consents forms

Inputting codes into SAP to generate a quotation for the customer’s requested works

Communication on a daily basis with customers externally and internally

Answering the switchboard calls with queries from customers

Designing the customer’s job on the maps system by drawing the connection point and new meter position so that the customer is able to visualise this.

I also produce industrial and commercial quotations ensuring capacity is suitable and the design is feasible.

I ensure the physical design of the connection also includes interaction with other utility networks and traffic management, packaging jobs ready for contractors.

**May 2013 – April 2014 Co-operative Retail Logistics – Service and Scheduling**

I was employed within the Co-operative Retail logistics as a Service and Scheduling Admin Clerk

My duties and responsibilities are the use of databases such as Cordis and AS400

Inputting details of deliveries into Cordis and AS400 to ensure the depot receives the deliveries so that it can be delivered to the store.

Creating documents on Microsoft excel for refits and new stores to show what extra deliveries they are requiring and also cancellations. These documents get emailed to the relevant contacts such as the depot to inform them of change in deliveries

Inputting wages into tempo soft so these can be processed and received by payroll for the pay slips to be issued.

My role requires close communication with depots and managers across the business as well as stores themselves.

Dealing with queries over the phone regarding deliveries and when the stores are receiving deliveries.

Close contact with Manchester head office insuring deliveries are processed into the systems correctly to meet the customer’s needs

Answering the telephone queries on a day to day basis with internal and external customers

Running queries from the Web Reporting portal into an excel spreadsheet which gets distributed to depots and managers

General work in Microsoft Excel 2007, including Lookup’s and pivot tables

**August 2012 – May 2013 Co-operative Retail Logistics – Transport Clerk**

I was currently employed within the Co-operative Retail Logistics as a Transport Clerk

My main duties are:

* De-briefing the drivers on return from there runs using the TES database
* Despatching the driver to his allocated run, inputting the information onto the TES database
* Gating vehicles in and out from the yard using the Yard Management System
* Allocating bays for the vehicles to drop onto in order for the warehouse to load the vehicle, this is also done using the Yard Management System
* Updating the Tachograph spreadsheet on excel
* Contacting stores of new delivery times and of late deliveries
* Dealing with queries from the stores regarding their deliveries
* Using journey planner on TES to set up a delivery

**Nov 2011 – August 2012 Co-operative Retail Logistics – Service and Scheduling**

I was currently employed within the Co-operative Retail logistics as a Service and Scheduling Admin Clerk

My duties and responsibilities are the use of databases such as Cordis and AS400

Inputting details of deliveries into Cordis and AS400 to ensure the depot receives the deliveries so that it can be delivered to the store.

Creating documents on Microsoft excel for refits and new stores to show what extra deliveries they are requiring and also cancellations. These documents get emailed to the relevant contacts such as the depot to inform them of change in deliveries

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My role requires close communication with depots and managers across the business as well as stores themselves.

Dealing with queries over the phone regarding deliveries and when the stores are receiving deliveries.

**Feb 2011-Nov 2011 Balfour Beatty**

I was currently employed as a member of Balfour Beatty as a Commercial Administration Assistant.

My roles and responsibilities were the use of an Oracle based WMS and include:

Inputting timesheets into a database which requires a high level of accuracy to enable the correct processing of salary payments.

Record and verify plant usage to enable the commercial calculation of cost charges to the individual Site Managers.

Bonus calculation by application of specific formulas to productivity records.

Monitoring, assessment and reporting of the vehicle driver, behavioural and activity database (Green Road).

My role requires regular interaction and cooperation with a number of operational managers and site based operatives.

**2009 – 2011 Sunderland Magistrates**

I have gained a wide range of experience in the working environment as I have carried out work experience in both the Inland Revenue and in an estate agent.

When employed at the Sunderland Magistrates Court my main duties were to undertake administrative tasks, including:

* Inputting data onto computer system including Specialist and Bespoke Software (Libra)
* Filing, Faxing and photocopying
* Dealing with customers on a daily basis
* Dealing with penalty queries (fines)
* Completing payroll spreadsheets
* Good use of the Microsoft package

**PERSONAL ATTRIBUTES**

I work equally well within a team as well as independently. I can understand and follow instructions with clarity and accuracy. I am a determined and enthusiastic person, who enjoys a challenge and learning new skills. I conduct myself in a professional manner within a working environment. I’m familiar with working within a pressurised environment and adherence to prescribed deadlines.

**INTERESTS AND ACTIVITIES**

In my free time I enjoy spending time with my family and socialising with friends. I’m also a regular visitor to my local gym.

**REFERENCE**

References on request