Carol Duckworth

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**PERSONAL STATEMENT**

A highly conscientious and efficient individual, with an extensive range of skills gained from experience in a variety of professional environments. Capable of demonstrating high standards of co-operation when working as part of a team and but also can prioritise workloads when working under own initiative. Strong numeracy, literacy and IT skills. Able to communicate clearly using experience acquired from various customer facing roles. Honest, reliable and trustworthy, knowing the importance of confidentiality. Can assimilate new concepts quickly and also understands the importance of professional development to learn new skills.

**EMPLOYMENT HISTORY**

**1986 – 2000** Lloyds Bank plc, 94 Fishergate, Preston, PR1 2JB

**Customer Services Officer**

Within a busy town centre branch my duties and responsibilities were varied. They included customer facing roles, comprising of:

* Meeting and greeting all visitors at the welcome desk, in a polite and positive manner and displaying a smart appearance.
* Cashiering and balancing the till.
* Customer account enquiries and complaints, ensuring that their expectations are managed.
* New personal account interviews and applications including checking identification.
* Personal loan interviews and applications including credit scoring.

Back office roles included:

* Opening and distributing incoming post and dealing with outgoing post
* General administration of customer accounts.
* Ordering debit cards, PINs, cheque books.
* Setting up, amending and cancelling direct debits and standing orders.
* Filing and retrieving documents and forms.
* Reconciliation of general ledger accounts.

**2000 – 2007** Lloyds TSB Service Centre - Clayton Green Business Park, Library Road, Clayton le Woods, Chorley, PR6 7EN

**Senior Customer Services Officer**

My duties and responsibilities included:

* Using the in house IT systems to accurately process new business and personal account applications.
* Liaising with customers, managers and other banks, via telephone and email, to ensure a smooth account transfer process.
* Closing bank accounts, after making the necessary checks, and transferring the funds to other banks as requested.
* As the role of the centre changed I became Deputy Team Leader of a telephone banking team. There I was responsible for a team of approximately twelve staff. I managed the smooth running and efficiency of the team, ensuring that they maintained targets and delivered excellent customer service. If a team member was struggling to progress a call it was my responsibility to intervene and resolve any issues.
* I was also part of the Continuous Improvement Team. Within the team, I was responsible for making many improvements to processes that benefitted the customer experience and reduced costs to the bank.

**2007 – 2008** Runshaw College, Langdale Road, Leyland, PR25 3DQ

**Learning Support Assistant**

* Supported 16 to 19 year old students with individual needs in the classroom and individually
* Supervised the monitored study room

**2008 – 2010** Bishop Rawstorne C of E High School, Highfield Road, Croston, Leyland, PR26 9HH

**Teaching Assistant**

* Supported class teachers in a variety of subjects
* Administrative tasks including reprographics, creating classroom wall displays and the collection and recording of money

**2010 – 2017** Wellfield High School, Yewlands Drive, Leyland, PR25 2TP

**Higher Level Teaching Assistant**

* Class teacher of Maths, English and Science, taking on roles beyond qualifications and excelling.
* Delivering targeted intervention to small groups and individuals
* Plan, deliver and evaluate lessons/activities
* Assessing, recording and reporting on children’s learning

**EDUCATION AND PROFESSIONAL QUALIFICATIONS**

2015 - Level 4 Higher Level Teaching Assistant Accreditation

2012 - Level 2 Award in Literacy, Language, Numeracy and ICT Awareness

2012 - Level 3 Supporting Teaching and Learning in Schools

2005 - NVQ Level 3 Customer Service

1986 - A Level English Language and Literature, Business Studies, Sociology, General Studies

1983-1985 – 10 O Levels (Grades A-C) including Maths and English

**OTHER INTERESTS**

In my leisure time I enjoy dancing, gardening, crafts and spending time with my family. I am also a member of the congregation of Coppull Parish Church, where I am on the Parochial Church Council and a member of the Deanery Synod. I especially enjoy putting my energies into fundraising and regularly organise coffee mornings through to the Christmas Fair.

**REFERENCES**

Mrs Lesley Gwinnett (Executive Head)

Wellfield High School

Yewlands Drive

Leyland

PR25 2TP

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Email – [enquiries@whs.lancs.sch.uk](mailto:enquiries@whs.lancs.sch.uk)

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