Carol Duckworth

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Dear Sir/Madam

As you will see from my CV, until recently, I worked at Wellfield High School, Leyland as a Higher Level Teaching Assistant. However, having been made redundant, I would really like the opportunity to change direction and work in an office environment. During the past thirty years, I have worked in a variety of roles with varying degrees of responsibility. From my employment history you will see that I worked at Lloyds Bank for twenty years and it is in this customer service and administrative environment that I feel my strengths and talents lie, although the last ten years in education has given me many more skills and experiences to enhance my employment suitability.

I have demonstrated my customer service, teamwork and administrative skills whilst working in schools and at Lloyds Bank. There, I showed excellent interpersonal skills as I dealt with customers from all walks of life, face to face and over the telephone, helping them with general enquiries through to resolving complex queries. I dealt with a huge range of administrative tasks including using IT systems to enter and update data, book appointments and send letters. At busy times I had to work under pressure, prioritising workloads, whilst maintaining accuracy and attention to detail.

Both within schools and the bank I have shown and understood that the concept of confidentiality is important and that I must work within the parameters of rules, policies and guidelines. I know, from my previous employment, that it is important to have a good rapport with other members of staff and to work together as a team, with an awareness of each others’ roles and responsibilities. I am an enthusiastic and highly motivated person with a flexible attitude to work.

Yours faithfully

Mrs C A Duckworth