Michelle Bennett

14. Hadrians Rise, Haltwhistle, Northumberland. NE49 0BA

Tel. 07930316476 • amber2902@sky.com

Personal statement

I am a highly motivated, conscientious and hardworking individual with extensive experience within the construction and engineering industry, currently seeking a new position. I am a highly organised and efficient individual with excellent admin skills, thorough knowledge of all Microsoft Office programs, as well as extensive experience liaising with customers, clients and contractors.

Key Skills

* BTEC National Certificates in Business & Finance
* BTEC Level 2 Certificate in Principles of Sales
* British Chamber of Commerce Export Sales Certificate
* CLAIT Levels 1 & 2 Certificate in Computer Skills - Proficiency in all areas of Microsoft Office, including Excel, Word and PowerPoint.
* RSA Levels 1 & 2 Certificates in Typing Skills.
* Excellent communication skills, both written and verbal

Employment History

Sales Administrator – Bonds Precision Castings, Alston

(2011 – Present)

Achievements and responsibilities:

* Development and implementation of sales strategy
* Respond to all new and existing customer purchase orders.
* Provide quotations in accordance with customer specifications and relevant drawings
* Ensure traceability and quality requirements are followed and maintained throughout production.
* Plan production schedule and despatch dates
* Supply of method data sheets into production
* Carry out contract review
* Customer enquiries and queries
* Liaise directly with foreign and UK clients
* Produce weekly sales reports and figures
* Carry out weekly follow ups for all quotations sent and log feedback.

Technical Compliance Administrator – Norland Managed Services, Ponteland

(2011)

Achievements and responsibilities:

* Ensure that compliance procedures in the onsite log books is followed and updated on a regular basis
* Planning and distribution of works to engineers.
* Direct the internal investigation of compliance issues
* Assess product, compliance, or operational risks and develop risk management strategies
* Identify compliance issues that require follow-up or investigation
* Ensure all annual service reports are carried out
* Produce monthly sales figure reports

Works Planner / Gas Planner – ISOS Property Services, Newcastle

(2010 - 2011)

Achievements and responsibilities:

* Process repair orders from inception to completion
* Prioritise and ensure the efficient planning and allocation of work to external contractors & engineers.
* Answer enquiries both internal & external regarding status of works
* Process incoming and outgoing operative reports
* Manage out of hours service and overtime
* Raise invoices for all rechargeable works
* Prepare inspection notices
* Produce performance management reports
* Provide good customer service to tenants and all external parties
* Arrange annual services
* Work closely with external contractors and track process of outstanding works

Site Coordinator / Sales Administrator – E.Scarth & Son (Builders) Ltd, Haltwhistle

(1988 - 2010)

Achievements and responsibilities:

* Responsible for arrangement of contractors and employees works schedule
* Oversee completion of works and ensure works are within budget
* Pricing and ordering building supplies
* Coordinating customer site visits
* Customer enquiries and queries
* Processing invoices and quotations

Education

****Haydon Bridge High School****

(1985 - 1988)

8 GCSEs, grade A-C, including Maths and English

Hobbies & Interests

I love nothing more than going for long walks, swimming and spending quality time with my family and friends

References

Ann Oliver (E.Scarth & Son) Tel. 07801 340239

Philip Bell (Bonds Precision Castings) Tel. 07718 303902