**Curriculum Vitae**

**Name:** Bethany Hannah Rayson

**Date of Birth:** 22.05.1992

**Address:** 16 Swann Lane, Carlisle, Cumbria, CA1 2GW

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**Personal Statement**

I’m a friendly and outgoing person, who enjoys working both in a team and as an individual. I endeavour to learn new tasks and to broaden both my knowledge and experience. I’ve a can-do attitude, a desire to succeed, and an ability to lead and influence others.

**Education** September 03 - August 10 St Aidan’s County High School

 Lismore Place

 Carlisle

 September 10 – June 11 Carlisle College

 Victoria Place

 Carlisle

**Qualifications** English GCSE D

 English Lit GCSE D

 Maths GCSE E

 Science GCSE D

 Performing Arts BTEC Merit

 Geography GCSE C

 Performing Arts AS Level C

 Workskills BTEC Pass

 Art BTEC Pass

 Fitness Instructing Level 1

 Level 2 Sports BTEC Merit

**Previous Employment**

**DW Sports Fitness**

**December 2009 - February 2015**

**Full-Time Receptionist**: Duties were varied and included conducting tours around the facilities and explain how we could help potential members achieve their health and fitness goals. I was also responsible for signing up new members taking them through the various packages on offer and completing all necessary paperwork including banking details. This meant that I had to take an active role in promoting and keeping up to date with the various offers so that I could inform customers about new offers available. When managing the telephone bookings, I ensured that any questions & enquiries that arose were dealt with as quickly and efficiently as possible. I gradually became more involved in the telephone sales and marketing of the gym and as a result was offered the position of Full Time Sales Consultant in September 2013.

**Full-Time Sales Consultant**: Duties were similar to the role that I had developed as a receptionist; touring potential members around our facilities explaining the benefits of health and fitness with the additional responsibility of sales and marketing alongside the Sales Manager which included

* Handing out leaflets
* Approaching different business with the Sales Manager advertising DW at a corporate level
* Handing out free day pass to potential members

I enjoyed this role working with the Sales Manager to ensure we hit our targets and thinking of new and exciting ways to drive sales and bring people into the business. I then interviewed for and was promoted to the position of Sales Manager in January 2014**.**

**Sales manager:** I managed all tours ensuring all members of staff were following agreed sales steps. I was responsible for the initial training all staff and refresher training to make sure they were aware of current offers and promotions. I came up with new ideas to bring people into the business ensuring we were hitting targets and all KPI’s were met. I was also solely responsible for arranging meetings with corporate companies to advertise DW.

**The Sands Centre**

**2nd March 2015 - 9th May**

**Customer Sales Advisor:**I helped with reception duties such as cash handling, joining new members, telephone enquiries. I also arranged meeting with corporate companies to advertise The Sands Centre. I came up with new ideas to ensure we hit targets and KPI’s this involved making courtesy calls, sales calls and taking class bookings.

**The Shabby Scholar**

**18th May- 30th July**

**Waitress:** Responsibilities included meeting and greeting all customers, ensuring all customers received great customer service and all their needs were meet. Also taking food and beverage orders and general

**Vets 4 Pets**

**27th July – 31st December (Fixed Term) Receptionist**

My duties were to meet and greet patients as they came in for appointments. I took telephone calls scheduling appointments based on the urgency. I also registered patients to the practice over the telephone and booked appointments for either the vet or nurse. I also sent out reminders for boosters via text, email and letter. I was also involved in the retail part of the practice helping to sell our care packages to clients as well as merchandise. A part of my job whilst working here was to make sure after all consultation appointments were finished was to clean down the all of the practise rooms and fill up stock where needed. I would accept deliveries and also order for the pharmacy make sure we were fully stocked.

**DW Sports & Fitness**

**Feb 2016 June 2017**

**Front of House Supervisor**

My duties are to help promote a helpful and professional image, greeting new and existing members in a polite and courteous manner. To give full attention to any members or prospect requiring assistance and seeking every opportunity to maximize sales through positive promotion. I work closely with the admin manager and sales consultant to ensure that their targets and deadlines are met by undertaking tasks that are set on a daily basis.
I had to make sure all filing is up to date and paper is set daily and to ensure the reception is kept clean and tidy at all times. On a daily basis I process memberships through the system where applicable, ensuring all of the relevant paperwork has been fully completed and member details are transferred onto the computer system accurately. Part of my role was to also ensure that all direct debit payments were up to date and paid for, if not we had to make calls to receive their arrears. I also process payments in form of cash, cheque and credit card and record them the corresponding reconciliation sheets.

**June 2017- March 2018**

**Administrator – UK Mail**

June 2017 –My duties are to check around 250 drivers daily pay sheets, taking payments out that they are not due. Receiving the clean Scottish disclosures, screening and vetting & direct debit forms for us to be able to set up self-employed van drivers to work at UK Mail. I checked and process payment queries made by the drivers to ensure they are getting paid correctly.

I also liaise with depots from around the UK to make sure processes are followed efficiently. Just like any other administration job I do general clerical work to.

**Current Position**

**InvestAcc Pension Administration Limited**

**March 2018**

**Receptionist & Events Co Ordinator**

My duties are to meet and greet clients and serve refreshments, I make sure all the meeting rooms are presentable. I answer and redirect calls to the appropriate colleagues and takes messages, if necessary. I take an accurate record of all the incoming calls and the outgoing mail. Part of my role is to stock take stationery and order more when necessary. I carry out general administrative duties such as filing, scanning and printing. I organise all the staff social events such as Christmas parties, quizzes and the races.

**References**:

Cheryl Yule– InvestAcc Pension Administration

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Lisa Kerr – Vets 4 Pets

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