

CV

Iva Gooden

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Postcode

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ADMINISTRATION / OFFICE MANAGEMENT

♦ Human Resources - Reception - Office Management ♦

Excellent experience gained managing general office procedures - personnel, pay, logistics, stores, recruitment and training administration. Experienced in computer applications and installations. Benefiting from a career that has required optimising team and individual potentials. Now looking to make a continued contribution for an organisation in the North East in return for a customer facing / administration position that offers an opportunity for career progression.

AREAS OF EXPERTISE

- Office administration
- Personnel
- Training others / inductions
- General accounts
- P.A. / secretarial support
- Time management
- Writing reports
- I.T. / Computer literacy
- Security
- Customer service
- Pay / wages
- Reception

PROFESSIONAL DEVELOPMENT

RSA 3	Diploma	2004
RSA 2	Distinction	2003
IBT 2	Distinction	2003
CLAIT	Computer Literacy and Information Technology	2002

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

HUMAN RESOURCES CLERK

2001 - Present

Write Company A Here, Hohne, Germany.

Responsible for the general administration of civilian labour, both of Dependant and Directly Employed Labour (DEL). I am also involved with advising employees and line managers on all terms and conditions of employment as well as dealing with all queries regarding personnel administration. (The Garrison Labour Support Unit (GLSU) employs dependents in various lines of work and offers career opportunities for the majority of dependants. The GLSU can be compared to the personnel department of a civilian firm)

- Provided efficient and effective administration support to the Civil Labour Force by managing general office procedures - personnel, pay, logistics, stores, recruitment, security, travel arrangements, report writing, disciplinary procedures, stationary and postage budget and training administration.
- Completed time sheets for employees.
- Maintained attendance records - sick holidays etc.
- Supervisory experience gained in organising office routines.
- Compiled statistics, returns and demands.
- Computer application installation, software and hardware. Set up PCs, checked backups and local communications.
- Accomplished in organising events, people and resources.
- Prepared annual budgets and project cash-flow forecasts with the Treasurer.
- Maintained personnel database specific to the organisations needs.
- Maintained all personnel records: Prepared financial costings associated with new posts. Prepared job descriptions, personnel specifications and personnel records such as the contract of employment.
- Paid bills, (Imprest System) and banked monies on a daily, weekly and monthly basis.

PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

SECRETARY / RECEPTIONIST

1997 - 01

Write Company B Here

Provided PA secretarial support as well as full support to the members of the organisation. Carrying out all duties pertaining to job title.

- General administration and PA duties.
- Arranged conferences, diary and email management, organised travel and accommodation, ordered and maintaining of computer equipment, processing audio, copy typing, presentations and invoicing.

OFFICE MANAGER

1992 - 97

Write Company C Here. Gateshead

- Established new, efficient administrative procedures.
- Dealt with all elements of support administration team, recruitment and interview, training.
- Helped delivered new training solutions that met the needs of the business and the people.
- Developed, implemented and monitored a range of administration procedures and standards.
- Wrote financial reports. Worked with auditors, preparing reports on pre-payments and accruals.

As Staff Trainer/Developer: (experience gained in all aspects of HR / personnel work).

- Evaluated training programmes for staff such as customer service and salesmanship.
- Delivered new training solutions that met the needs of the business and the people.
- Follow-up research concluded improved budgets, increased profits and improved morale.

General Accounts and Payments experience:

- Credit Control - chasing payments and resolving queries from customers.
- Checked invoicing.
- Posted of cashbook receipts and payments.
- Provision of financial advice and information / stocktaking.
- Controlled cheque payments and balancing petty cash on a daily basis.
- Reconciliations on a timely basis.
- Completed legal forms and provided statistical information to other departments.

CLERICAL ASSISTANT

1989 - 92

Write Company D Here, Wallsend

- Ensured the computers, printers etc. are operational, troubleshooting and dealing with security issues.
- Helped design presentations for managers.

CLERICAL ASSISTANT / RECEPTIONIST

1985 - 89

Write Company E Here. Cramlington, Northumberland (a distribution company of health products throughout in the UK and Ireland).

- Trained new staff whilst encouraging sales productivity from other staff.
- Helped introduce new working practices within the office environment.
- Dealt with customers' enquiries and complaints.
- Carried out invoicing and put into place effective credit controls.

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Interests and Pastimes: Family, swimming, keeping fit, gym.

Languages: Colloquial German.

Born: 1970

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