

## Curriculum Vitae

**CAN-44**

Based in... Liversedge, West Yorkshire  
Accessible by... Full UK Licence & Own Car  
Notice period of... Immediate Start

### ABOUT THE CANDIDATE

Not only is this candidate a competent, resilient and highly numerical Credit Controller / Debt Recovery Officer, they are also a confident and experienced Team Manager who demonstrates excellent written and verbal communication skills. This candidate is passionate about delivering exceptional customer service and supporting the operational performance of any business. They are also committed to their own professional development and has completed various training courses to improve their skills, including 'Staff Retention' and 'Managing Profit & Loss'.

Outside of work, this candidate invests their time into renovating their new home, gardening, walking, experimenting with different recipes, and watching films.

### WORK EXPERIENCE

#### **Career Break**

**Sep 23 - Present**

- Bought a new home, relocated, and spent time fully renovating the new property

#### **Senior Debt and Collections Advisor**

**Jul 22 - Aug 23**

*Leading energy home services provider*

- Assist and advise customers having difficulties paying their energy bills
- Finding suitable solutions where possible and advising of the help available to them
- Debt Recovery and negotiating repayment plans
- Dealing with complaints and queries
- Working on the CAB support team line dealing with complex cases
- Experienced using the SAP banking system and proficient in Microsoft Excel

*Reasons for leaving - Career break*

#### **General Manager**

**Oct 21 - Dec 21**

*Venue for weddings, parties, conferences and other events*

- Personal Alcohol License holder, issued by Tameside Borough Council
- Day to day management of all aspects of the Club, including 52 staff across 2 sites
- Development and promotion of the business, including event planning and execution
- Responsible for profit and loss reports, plus maintenance of stock levels
- Handling of all orders, invoices and deliveries/accounts
- Staff training, rotas, and retention

#### **Administration Manager**

**Jul 21 - Sep 21**

*Car finance and leasing company*

- Handling all aspects of administration and accounts, with experience of Microsoft Excel
- Dealing with customers enquiries in person and via telephone
- Responding promptly to customer complaints to find a suitable resolve

**Unemployed due to COVID-19**

**Oct 20 - Jun 21**

**After Travel Representative**

**Mar 19 - Apr 20**

*One of the leading holiday packages providers*

- *Based in Palma De Mallorca, Spain*
- Dealing with customer complaints and compensation regarding their holiday issues
- Talking to the guests via telephone and email as required

**Personal Assistant / Housekeeper (Freelance)**

**Jun 10 - Sep 20**

- *Based in Palma De Mallorca, Spain*
- Managing a portfolio of houses and villas in Mallorca for English and European owners
- In charge of all aspects of villa preparation and maintenance
- High level of customer care and service for UHNW family, including:
  - ensuring the 4 properties were maintained
  - organising travel, luxury cars / yachts etc
- Liaising regularly with PAs based in the UK and Europe
- Responsible for coordinating and supervising all external contractors

**Senior Collections Manager**

**Jan 12 - Mar 19**

*Debt recovery company*

- *Based in Palma De Mallorca, Spain*
- Commission based, target driven, recovery by telephone of unpaid advertising debt
- Call centre environment with a heavy focus on cold calling and leads
- Unwavering commitment to customer service, with the ability to build productive relationships with clients and their legal representatives and resolve complex issues
- Use of tact and diplomacy to achieve win-win outcomes
- Good knowledge of contract law and legislation
- Providing new starter training and inductions as required
- Key achievements include consistently being the company's top earner and the 'go-to' person for both new and established employees

**Career Break**

**Jul 10 - Dec 11**

**General Manager**

**Mar 03 - Jun 10**

*Cultural centre and high-end hotel with an overseas client base*

- *Based in S'Arraco, Mallorca, Spain*
- Responsible for organising the day to day running of the cultural centre and hotel
- Organising and managing functions and courses
- Renting and preparation of rooms (for overnight use and conference facility)
- Effectively managed a team of Spanish and English staff and volunteers

- In charge of all accounts and taxation work
- Regular stock ordering and control, organising and overseeing all building maintenance

**Co-Ordinator****Jan 02 - Feb 03***Unitary local authority*

- Employed by the local authority on behalf of a holiday activities association and an organisation that runs leisure activities in the summer holidays.
- Duties with the holiday activities association:
  - Working closely with children and their families to organise and manage a playscheme for 4-11 year olds during school holidays
  - Preparing and marketing brochures, booking forms etc
  - Recruitment and training of playworkers
  - Understanding and enforcing child protection laws and regulations
  - Controlling and promoting resources
  - Managing all accounts
- Duties with the organisation running leisure activities:
  - Organising events for children aged 10-15
  - Site visits and risk assessments
  - Preparation and distribution of brochures
  - Booking and registration for service users
  - Managing budgets/achieving targets.
  - Liaising with external agencies, namely social services
- Acted as the appointed representative for OFSTED for both organisations

**Credit Controller****Sep 02 - Feb 03***Recruitment agency*

- Responsible for credit control functions for a small business
- In charge of all invoicing, issuing of statements, final demands, and chasing credits
- Proficiency using Microsoft Excel

**General Manager / Licensee****Jan 91 - Aug 01***Leading UK hospitality business*

- Progressed through the managerial training programme during 10-year tenure
- Repeatedly achieved year-on-year growth and exceeded company-led targets
- In charge of 6 different sites during this tenure:
  - 1 site in Gloucestershire
    - Responsible for running a busy public house with 2 bars and a restaurant
  - 1 site in Exeter
    - Responsible for running a busy, city centre venue with 2 bars, a function room, and all day food offering
    - Increased wet sales by 19% and food sales by 230% year on year
  - 3 sites in Poole
  - 1 site in Stubbington
- In charge of all recruitment, training, and staff retention
- Produced profit and loss statements, plus cash handling and accounts
- Conducting weekly stock audits, and in charge of stock control
- Responsible for training on and enforcing health and safety regulations
- Completing necessary risk assessments

- Machine management and manual handling
- Producing promotional and marketing material, including event management
- Liaising with internal departments and external agencies as required

## **EDUCATION & QUALIFICATIONS**

### **Secondary School**

- 8 x GCSEs including Mathematics and English

### **Other Qualifications**

- Managing Profit & Loss
- Staff Retention
- Marketing (Tutor)
- Handling Drugs and Aggression
- Risk Assessment
- Craft Trainer Award (and refresher courses, 1991 - 2001)
- NVQ Assessor D32 (and refresher courses, 1991 - 2001)
- Basic Food Hygiene (and refresher courses, 1991 - 2001)
- First Aid at Work (and refresher courses, 1991 - 2001)
- Manual Handling (and refresher courses, 1991 - 2001)