

CHARLOTTE FRENCH

...An ambitious, enthusiastic team player with strong interpersonal skills with the great customer experience

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Personal Profile

Date of Birth: 11th January 2000

Nationality: British

Educational History

Longdean School, Hemel Hempstead (September 2011 - June 2016)

West Herts College, Watford (September 2016 - June 2017)

Qualifications to Date

**BTEC Diploma – Travel and Tourism
Level 1 – Netball Umpire**

Academic Achievements

GCSE results: 5 GCSEs A-C's

Including: English Language: C
English Literature : C
Maths: C
Additional Science: C

Work Experience

**** Referees available on request ****

Company Name: Performance Learning Group

Position: Business Support Assistant

Duration: April 2021 – September 2021

Key Responsibilities: Responsibilities include providing high level administrative support to company Directors. Ensuring the day-to-day operations run smoothly with making sure all admin and recruitment is up to date, being first point of contact to my clients. Screen and interview applicants and making sure they are suitable for the vacancy. Checking, logging and maintaining personal information and compliance. Compile weekly/monthly reports for various

stakeholders.

Company Name: Hirus

Position: Office Manager

Duration: July 2019 – April 2021

Key Responsibilities: Responsibilities include providing high level administrative support to company Directors as well as front desk and database management. Ensuring the day-to-day operations run smoothly with vehicle pick up and returns, being first point of contact to handle customer, police and fine enquires both face to face and via telephone. Checking, logging and maintaining personal information and compliance. Ensuring all office and vehicle supplies are at a correct level, placing orders for stock.

Company Name: Moor End Farm Day Nursery

Position: Nursery Practitioner

Duration: March 2018 – July 2019

Key Responsibilities: The role consisted of providing safe, high quality care and education for young people. My role also consists of setting up the room for activities, lunch and tea and to clear away afterwards. To encourage children to learn, offering appropriate level of support and stimulation. Working 1:1 with my key children to ensure that they were at the correct stage of learning.

Company Name: Eckoh Technologies Ltd

Position: Multi-Skilled Adviser

Duration: October 2016 – December 2017

Key Responsibilities: The role consisted of providing a high level of customer service to high profile corporations, managing customer enquiries and processing secure payments whilst remaining PCI compliant.

Dealing with a high-profile client such as the Ministry of Justice, my professionalism is of an outstanding level as well as my customer service skills. During my time at Eckoh, I was promoted to a multi-skilled adviser which allowed me to advise on every client due to my ability to continuously hit targets and fast learning.

Duties also included handling refunds, bookings, general enquiries and complaints. Due to dealing with a vast range of enquiries and clients, I am able to deal with a variety of customers and capable of dealing with difficult customers and queries with ease.

Company Name: Shendish Manor

Position: Waitress

Duration: April 2016 – January 2017

Key Responsibilities: Duties primarily consisted of preparing for high corporate events, business meetings, wedding fairs and receptions as well as dealing with room service requests. During events, my main role was to set up prior to the event, serve food and drinks throughout the evening and clear the event hall after.

Company Name: Greenacres Tavern/ Hemel Hempstead Football Club

Position: Waitress

Duration: July 2014 – May 2017

Key Responsibilities: Key elements of the role would be to process food and drink orders and providing table service to the customers. Verbal communication skills were a key element of the role with the customers and colleagues due to the busy kitchen and bar. Prior to events, I would assist with table arrangements and decor if needed as well as clearing the events hall after big events such as weddings, birthdays and funerals.

Company Name: **Katie Piccos**

Position: Florist and Wedding Shop Assistant – Work experience

Duration: June 2015

Key Responsibilities: During my time at Katie Piccos, duties included processing flower orders, handling the stock take and delivery, flower arrangements, processing payments and customer service queries. Whilst spending time in the wedding department of the shop, I would assist a bride-to-be with choosing her dress and accessories, wedding queries and booking appointments for dress fittings.

Other Skills/Qualities:

I am diligent and responsible and have demonstrated that I am honest and trustworthy through each of the roles. I have shown confidence and developed excellent communication skills, both written and verbal, which allows me to quickly build a rapport with people in a work environment.

I have developed good presentation skills, and I am able to work to tight deadlines, and I consider myself creative, always seeking innovative ways to improve the way things are done.

I am comfortable working in a team environment, as well as autonomously. Whilst I am happy to lead, I also have a strong willingness to learn, and subsequently apply that knowledge in any future tasks.

Achievements

- **Lifetime achievement** – Continuously winning awards for horse riding from a young age to present
- **March 2015 & 2016** – 1st place in county netball tournaments
- **December 2014** – Army Cadet of the Year
- **July 2012-2015** – 1st place in district javelin competition 5 years in a row

Interests and Hobbies

I am an experienced horse rider and enter many competitions and have a great interest in netball. I also enjoy spending time socialising and going to the gym