

Carrie Hatch

Basingstoke, Hampshire

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A self motivated, organized and customer focused person with excellent communication skills. Enthusiastic, thorough and committed to succeed, has excellent eye for detail, skilled in resolving problems and finding solutions in a resourceful manner, embraces challenges and getting the job completed on time. I enjoy working within a team or on my own initiative. Comfortable decision-making operating schedules and allocation of resources for engineers and clients, used to dealing a variety of technical issues on the telephone. Now looking for a new role involving planning, scheduling, projects and running a customer service desk.

Key Skills

- Completed NVQ in Customer Service level 3
- Technical certificate in principles and practice of Customer Service
- Practical and commonsense approach to work planning
- Good computer literacy skills: M/S Office Word, Excel and Outlook
- Excellent business sense drawn from running own small business for many years
- Very good communicating skills across a wide range of people: engineers, business owners and suppliers

Career Experience

Scheduler/ Work coordinator FBM Ltd 2011 - present

Family owned engineering business providing catering and bakery installations and repairs to businesses including Debenhams, Burger King and Subway with 24/7 service cover. My key responsibilities and achievements have been:

- Scheduling and allocation of field engineers in the South: 1200 jobs per month
- Planning new installations and projects: Pret installation through a period of night shifts of new bakery equipment. All delivered and installed on time and within budget
- Operated a Burger King closure and re-furbishment to meet tight deadlines to re-open. Completed on time successfully
- Manages the equipment failure action plans (hazardous situations where a minor replacement turns into a more serious recovery plan)
- Account management and Business relationship management
- Supporting, meeting key accounts managers
- Supplying reports on business KPIs
- Managing utilisation of 42 engineers
- Logging/invoicing jobs and Identifying parts

Hair Stylist

Self Employed

2004 – 2011

Ran own successful business for a variety of clients providing a full service of cutting, colouring and straightening in their homes. Commissions included regular styling through specialist styling for weddings and other ceremonial occasions. My achievements were:

- Increased client base and sales revenue year on year
- Creative designs for a wide variety of demanding clients
- Planning and organising large parties for weddings: specialist designs and occasions
- Business, Diary and Product (Stock) management
- Financial accounts and tax returns
- Managing large parties for weddings

Hair stylist**Tofts Hair Salon****2001 – 2004**

Employed originally as a Junior Hair Stylist my role involved carrying out tasks such as greeting clients, making tea and refreshments, tidying the salon and washing client's hair, whilst attending Basingstoke College of Technology on day release one day per week to carry out an NVQ Level 2 Hair Dressing Apprenticeship:

- Successfully completed Apprenticeship
- Progressed through skills and application to Senior Stylist. This role included cutting, styling and colouring client's hair.
- Completed further training to enable me to provide additional services to clients, including qualifying in permanent hair straightening and hair extensions as well as ear and body piercing.
- After working in the role of senior stylist I started my own business to enable me to manage my own hours and be more flexible.

Qualifications and training

Advanced Apprenticeship in Customer Service which includes:

- NVQ in Customer Service Level 3
- Telephone skills, complaint handling and negotiation
- Technical Certificate in Principles and Practice of Customer Service Level 3
- Maths and English Functional Skills Level 2 (equivalent to GCSE pass)

NVQ Level 2 Hairdressing Apprenticeship BCOT 2002

First Aider – 3 day Certificate

Training in HMRC taxation for submission of returns for a small business

Basic understanding of sales and purchase ledger book-keeping, invoicing and credit control

Personal

Spending time with my family, enjoying walking and outdoor adventure activities

Own car, clean licence