Ella Aplin

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Personal statement

I am a motivated individual. Since leaving school I have undertaken an Apprenticeship and successfully completed an NVQ2 in Business and Administration. I aim to provide excellent client service and have had experience of providing this through previous jobs. I am keen to embrace challenges before me and wish to succeed.

Key Skills

* Knowledge of Microsoft Office, including Excel, Word and PowerPoint
* Touch-typing training
* Excellent communication skills
* Experienced in dealing with customers and clients, especially the 'Internal Client'
* Cash handling
* Stationery ordering and monitoring
* Excellent telephone manner (built up through work experience involving reception work and answering phones)
* Ability to work well under pressure and deadlines
* Good organisation with attention to detail

**Employment History**

Assistant Sales Manager – Global Services Limited

*(December 2016 – Present)*

* Order processing on a customer request
* Creating production line documents
* Dealing with quotation requests
* Following up customer orders to ensure deadlines are met
* Communicating with customers worldwide
* Sourcing merchandise on urgent request
* First-class client communication via telephone and emails
* Exceeding deadlines

Administration Assistant – Family Team, Stephens Scown LLP

*(October 2016)*

* Working as a dedicated Administration Assistant in the Family Team
* Mainly duties included covering as overflow to secretaries by picking up dictations and assisting with updating lawyer time recording
* Prioritising work tasks to ensure deadlines are achieved
* Undertaking filing across the team
* Telephone cover, receiving and delivering accurate telephone messages to the recipient
* Undertaking photocopying and scanning tasks
* Continuous communication with PA’s and lawyers

Administration Assistant, Business, Michelmores Solicitors, Exeter

(October 2015 – September 2016 (FTC))

Responsibilities:

* Liaising with team PA’s on a daily basis
* Prioritising work tasks to ensure deadlines are achieved
* Undertaking filing across the team consistently so that filing levels are managed
* Use of own personal task list and keeping this up to date so I can plan my ongoing work
* Telephone cover, receiving and delivering accurate telephone messages to the recipient
* Distribute department post
* Complete daily cashier runs to include cheques, BACS requests, expense forms and bills; paying particular attention to billing deadlines
* Client hospitality
* Assist PA’s with organising refreshments
* Confident booking hotels and travel

Office Assistant, BST, Michelmores Solicitors, Exeter

(September 2014 to October 2015

Responsibilities:

Work closely with Administration Assistants and PAs in the business.

Deliver first class service in

* Photocopying
* Printing
* Scanning
* Dispatching post
* File closing
* Client hospitality

**Ticket Sales Team, Exeter City Football Club, Exeter**

*(August 2012 – January 2016)*

Responsibilities:

* Deal with customers on a face-to-face basis selling tickets on a match day
* Use a tablet to record sales
* Handle money
* Report sales back to line manager so accuracy important

Education

West Exe Technology College

(September 2009 – June 2014)

GCSE Exams**:**

* English, Mathematics & ICT - C
* Core & Additional Science, Graphics, PE, Religious Education – C;
* BTEC Dance – Pass

Further Education:

NVQ level 2 in Business Administration

Full Driving Licence.

Hobbies & Interests

I am an active person and sociable Also keen to attend the local gym as often as possible and very much enjoy most social activities.

References

Reference’s available upon request.