***Juliette Howell-Richardson***

***1 Livingston house, Thursby Walk, Pinhoe, Exeter, Devon, Ex4 8FF***

***Mobile: 07854 534 066 or Home: 01392 975426***

***Personal Statement***

A naturally cheerful, self motivated individual with good teamwork and interpersonal skills developed within previous employment.

Always friendly, who is empathetic and understanding, with a strong dedication to caring for others.

Shows excellent attention to detail and is a good written and verbal communicator, a willingness to learn and adapt to new surroundings.

***Key Strengths***

* A skilled communicator with a calm and friendly manor.
* Able to work and stay calm in difficult situations
* Good verbal and written communication skills
* Excellent attention to detail
* Dedicated and flexible
* Ability to manage own workload
* Demonstrates discretion, confidentiality & loyalty

***Work Experience***

**Administration Assistant – Devon Carers – September 2015 – August 2016**

Responsibilities:

* Duties included booking appointments for carers
* Logging key information from paper to electronic format
* Taking calls and relaying information back to colleagues
* Issuing cheques for carers grants
* The correct distribution of incoming and outgoing mail
* Keeping on top of general housekeeping of the department
* Dealing with other colleagues and clients face to face on a regular basis

**Meter Option Service Technician- Feb 2011 – June 2012**

**South West Water**

Dealing with customers helping them to understand what a water meter was and to schedule an appointment that was suitable for the customer. I also had to input data to make graphs and collect data to demonstrate monthly performance.

An additional part of the role was filing data for example application forms into the months they were received and then add the data onto the computer.

Individual Achievement: I was awarded ‘**Employee of the Month**’ 3 times during my employment.

***Able Seaman - January 2010 – January 2011***

***Royal Navy***

During this time i completed my initial basic training, first aid, flood\fire and damage control training.

***Employment History:***

Devon Carers – Administration Assistant – September 2015 – August 2016

(Maternity Leave from August 2016 – May 2017)

South West Water – Meter Option Service Technician- Feb 2011 – June 2012 (Maternity Leave from June 2012 then fulltime caring for my daughter)

Royal Navy – AB Seaman - Jan 2010 to Jan 2011

Stones Solicitors –Office Receptionist/Administrator - Jun 2009 to Dec 2009

Tesco - Customer Assistant – Jun 2006 to Jun 2009 (Part time– in education)

Londis Store – Customer Assistant – Jun 2005 to Mar 2007 (Part time–in education)

***Qualifications***

Foundation Certificate in Dementia Awareness - June 2016

HMS Raleigh – Mar 10 - Elementary First Aid

HMS Raleigh – Mar 10 – Phase 1 Royal Navy Training

City & Guilds – Mar 10 – Key Skills in improving Own Learning and Performance (Level 2)

City & Guilds – Mar 10 – Key Skills in Working with Others (Level 2)

Edexcel – Jul 08 – National Diploma in Public Services (Level 3)

AQA – Jun 06 – Key Skills

Edexcel – Jun 06 – First Diploma in Public Services (Distinction)

City & Guilds – Mar 06 – Adult Numeracy

OCR – Jun 05 – GCSE English Language

OCR – Jun 05 – GCSE English Literature

AQA – Jun 05 – GCSE Sociology

AQA – Jun 05 – GCSE Science Double Award

Edexcel – Jun 05 – GCSE French

OCR – Aug 03 – RSA Integrated Business Technology (Stage 2)

OCR – Aug 02 - Computer Literacy and Information Technology

***References***

References are available upon request