**Cheryl Avis**

28 Rushmore Close

Bickley

Bromley

BR1 2DJ

Tel: 07786601463

**Personal Details:**

I am a committed and well presented individual who functions well under pressure and am targets driven, goals orientated and organised. Have extensive public liaison experience and comfortable dealing with multiple parties simultaneously. Friendly disposition with a good sense of humour but equally good at maintaining professionalism as required. Broad range of experiences across roles in office management and administration, leisure, restaurants/cafes both in England and abroad, retail, stock management and food health and safety.

**Employment History**

July 2022- Present **PropCert, Beckenham**

Began working for a utilities company that provides property services including Hive heating installations, gas safety certificates, boiler installation and service and repairs and the like. Presently employed as an Operations Administrator in the Hive department. Duties include management of contracted engineers of Hive devices, dispatching work requests to contracted labour and organisation of their and diary and scheduling. In addition, the role includes receipt of inbound calls, client liaison, conflict resolution, managing all electronic communication including emails and WhatsApps. Competency in D365 management system. Experience in software programs such as Google Sheets and spreadsheet management for KPI monitoring, territory forecasting and hazard reporting.

November 2020-July 2022 **Waitrose & Partners, Green Street Green**

I transferred from John Lewis to Waitrose as I relocated to Bromley. Have gained experience in various departments of the branch and my role includes checkouts, stock control, customer online collections, Waitrose Entertainment, foreign currency and click and collect. Am also trained to supervisor level so manage Self-check outs, man the welcome desk and as well as branch cashing up and closing down procedures dealing with system shut-down.

April 2016-November 2020 **John Lewis & Partners, Southampton**

After returning from Cyprus I began working at the nations favourite department store. As a selling assistant in Ladies Fashion I was responsible for merchandising, stock control and promotional events. The role was also cross departmental and I gained valuable experience of all aspects of sales and cost control, stock evaluation and cost analysis.

Sept 2015-November 2015 **Anesi Restaurant, Peyia.**

Relocated to Cyprus for 6 months and during this period worked as a waitress in a family run restaurant. My role was broad based and duties included front of house, seating and order taking and included bar management.

2000-2015 **Sainsbury’s, Ferndown, Dorset**

I was employed as an online shopper which involved collating items from a handset device. In addition I was also multi-trained on all aspects of retail. I have extensive gained exceptional experience of working in a customer facing role and assisting with various queries and I work well to tight deadlines.

2004-2009 **David Lloyd Leisure Centre**

Involved in all aspects of club activities from reception to other general duties. During this time I gained a health and safety certificate as well about health and fitness in general.

1999-2004 **C Avis Cleaning Services, Ringwood, Hampshire**

Whilst was studying at college, I identified an opportunity in the local area and begun my own cleaning business focussing on commercial properties.

**Work Experience:**

2000 **New Forest District Council Lyndhurst**

Whilst I was at college I undertook the role of a general office assistant for a week. My duties involved filing, spreadsheets, dealing with stationery stock and ordering as well as creating and printing labels and typing letters.

1999 **Ringwood Tourist Information Centre**

During my Leisure and Tourism course at college, I was assisting at my local Tourist Information Centre to help tourists with any queries and providing them with information on attractions, walks, shops and accommodation in the New Forest and offer my personal recommendations. I was also involved in stock ordering and other office duties.

1997 **Norfolk Royale Hotel, Bournemouth**

This experience gave me the most varied work as I was carrying out administration work, which also involved working on the reception desk and bar and restaurant duties.

 **Education:**

1999-2001 **Brockenhurst College**

I studied Business Administration and Information Technology for 2 years and gained certificates in Office Administrations, IT, Word Processing, Audio Transcriptions, Business Administration, RSA Mail merge, Text Processing, Integrated Business Technology, Document Presentation, Communication in Business, RSA Administrative and Secretarial Procedures.

1998-1999 **Brockenhurst College.**

I took a one year course in Leisure and Tourism gaining achievements and experience in marketing and promoting leisure and tourism products, customer service in leisure and tourism, contributing to the running of an event, application of number, investigating the various industries, communication, Information Technology, researching tourist destinations and the environmental impact of leisure and tourism.

1993-1998 **Ringwood Comprehensive School.**

I gained GCSE’s in the following subjects, English Literature (C), English Language (C),English Speaking and Listening (C) Art (C), Mathmatics (D) French (D), Geography (E), Design Technology (E) and Science (E)

**References:**

Hannah Kirby

Online Manager

Sainsbury’s

Ferndown

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