

# Karen Summerlee

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## Professional Summary

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Trustworthy person with years of practical experience in administration, data entry and typing. Offering a dedicated work ethic and self-motivation to consistently provide first-class results and flexible attitude to varied work patterns.

## Experience

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### International Medical Group - July 2022 to May 2023

#### Remote - Temporary Sales Support Administrator

- Managing the email inbox by replying to customers queries and questions
- Work collaboratively with team members to meet deadlines
- Supporting the senior administrator with call backs requesting more information
- Keep accurate electronic record keeping system to expedite information retrieval process

### *Unemployed – searching for work following the end of the contract Nov 2021 to June 2022*

### Ashtons Legal Solicitors – June 2021 to October 2021

#### Remote - Temporary Client Support Assistant

- Provided support to the case workers within the Court of Protection Team
- Prepared various forms form compliance and for providing to the Courts
- Took responsibility for raising interim and final bills, plus typing accompanying letters to the client
- Processed and uploaded invoices to the Peppermint platform

### Elveden Farms Ltd – June 2018 to April 2021

#### Farms Administration Assistant

- Accurately coded and recorded invoices using Excel
- Compiled started packs for new employees, and updated training records
- Support staff with clerical tasks for well-maintained office administration
- Created and maintained spreadsheets using Excel
- Organised and stored hard copy files

### *Personal Time following Double Bereavement July 2017 to June 2018*

### UK Packaging Supplies Ltd / Derek Barrott Packaging Ltd – June 2006 to June 2017

#### Office / Sales Administrator

- Presented a professional and friendly first impression of the company to all visitors to the site and for customer via the telephone and email
- Processed customer orders through email and phone, taking information such as client, delivery and product details
- Maintained excellent customer satisfaction by staying helpful, polite and friend throughout phone calls and other interactions
- Devised and implemented a new filing system, resulting in a greater ease of access and a more time-efficient process
- Created various accounting and sales documents, such as invoices, sales order and quotations

## Core Qualifications

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- Wide ranging administration and data entry skills with accuracy and attention to detail
- Experience in reception and customer services
- Excellent communicator with good interpersonal skills providing a friendly and approachable attitude

## Hobbies and Interests

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I love dogs and have a puppy with whom I love playing and walking. I enjoy reading, cross-stitching, latch kits, I dabble in gardening and enjoy baking and of course going for a nice long walk