Seckin Herkmen

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**Personal Profile**

A dedicated, well organised, methodical person with good interpersonal skills and an ability to work independently on my own initiative. Keenness to learn, enthusiastic, self-motivated, can do attitude. Conscientious and determined to ensure that all tasks are completed accurately and within time constraints. Currently seeking employment jobs in UK for gain career and make an exceptional job. Sadly, COVID-19 related disruptions had significant impact and forced me to look for new job opportunities. I have an open mind and a positive outlook which helps me greatly to create strong relationships with my customers, overcome difficulties resolve dispute.

**Key Skills and Abilities**

* IT literate, proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint)
* Fast accurate typing and keyboard skills,
* Customer oriented, can communicate with customer via live chat, text messages, email, phone and
* Can respond customer enquiries via online, web chat, e-mail, text messages,
* Can report any technical issues to related department,
* Effective in prioritising, organising and planning,
* Ability to adapt to meet organisational changes and needs,
* Committed to maintaining high standards of work,
* General office duties; printing, scanning, photocopying, filling,
* Honest, punctual, enthusiastic, reliable and able to be flexible with working hours,

**Career Summary**

**Aegean Massage Therapy UK 2010 – 2017**

**Admin**

* Responsible for the income and expenditure accounts, preparing records for the accountant
* Prepared all business documents and account records in Microsoft Word and Excel
* Assisted customers via live chat and email correspondence
* Maintaining company policies and procedures, keeping up to date records
* Updated spreadsheets for business expenditure and income.
* Marketing, designing and advertisements
* Send flyers, leaflets, brochures to homes, business places in the local area
* Data entry of client’s details
* Customer service, answering enquiries by email and telephone, booking appointments
* Managed and maintained diary
* Managed incoming and outgoing mail, packages
* Processed cheque and cash payments, prepared invoices
* Organised travel arrangements for meet and greet with the clients
* Updated website
* General administrative duties such as sending letters/email to clients/insurers, chasing payments and dealing with post
* Carried out other general administrative duties; photocopying, printing, scanning, filling, updated to files

Further Employment History Available on Request

**Education and Training – Certificates**

* Essential IT Skills / Level 2 Certificate in Principles of IT Skills and Microsoft Office -30/01/ 2001
* Graduated University Faculty of Science and Literature/ Dokuz Eylül University -Turkey / Diploma in Archaeology 01/07 2009
* IELTS Life Skills Speaking and Listening in English - Birmingham British Council - 18/01/2017
* IAO Level 2 Certificate in Principles of Business and Administration / INNOVATE AWARDING / Gloucestershire College - 31/01/2019
* IAO Level 2 Certificate in Principles of Customer Service / INNOVATE AWARDING / Gloucestershire College - 23/05/ 2019

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* NCFE Level 2 Extended Certificate in Understanding Stewarding at Spectator Events - 26/09/2019
* GCSE Maths Birmingham Adult Education – working towards
* GCSE – English Language Solihull University & College – working towards
* Bookkeeping Level 1 – Birmingham Adult Education – working towards
* GCSE – English Grade 4 Active Learning – working towards