

Stephanie ODonnell

Romsey

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Talented and focused professional with more than 10 years of expertise performing successfully in high-pressure environments. Skilled at document management, Microsoft Office, and minute-taking. Established positive rapport easily and consistently demonstrates exceptional organisation skills.

Work Experience

Sales Administrator

Lascar Electronics Ltd - Salisbury

April 2022 to Present

I am the main point of contact to all of our global customers and distributors. My main duties are placing telephone and email orders quickly and accurately. Speaking to customers and answering technical questions and stock related queries.

As the only sales administrator for the UK branch, I also have to ensure all invoicing is done and up together for end of month. Taking payments correctly, sending invoices and sales confirmations to customer. Each week I also hold a sales meeting, updating other areas of the business with stock information and also urgent order information.

Glazing and Maintenance Manager

SALISBURY GLASS - Salisbury

July 2018 to April 2022

I started out in charge of ordering from the two largest accounts

Daily tasks included ordering all materials and equipment required to make a job or for the jobs to be completed on site

I ensured orders arrived on the expected date, if they were delayed then I had to chase

Completing all invoicing for 2 of our largest suppliers each month

Invoicing involves cost checking and item checking, this is to make sure we have not been charged incorrectly

During my time, I have been trained in production

Organising maintenance work needing to be carried out for any past customers

Over time I have worked my way up to being in charge of organising all the maintenance required on warranty jobs.

Booking jobs in quickly and efficiently

Sales Administrator

Landford Stone - Salisbury

October 2016 to July 2018

Creating new quotes for private and trade customers

Taking large payments

Doing the monthly invoices
Contacting customers for late payments
Showing customers around the yard
Organising and keeping on top of the show room
General admin work
Maintained excellent customer satisfaction by staying helpful, polite and friendly throughout phone calls and other interactions.
Ensured customer wait times and deliveries stayed on target by analysing customer reviews.

Dental Receptionist

St Cuthberts Dental Surgery - Winchester
January 2016 to October 2016

Taking around 80+ incoming calls a day
Appointment making
Typing letters to patients and hospitals
Customer after care
Answering emails throughout the day
Ordering instruments/medication and implants for future appointments
Weekly banking
Organising day lists for each dentist and making sure they have relevant patient information
Audio typed phone consultations, doctors notes and customer information packs.
Checked in customers and managed appointments daily
Respected patient confidentiality and maintained thorough knowledge of GDPR Act.
Processed customer payments, including setting up payments plans for individual clients.
Input and processed customer private health insurance details.
Welcomed guests and clients in friendly, positive manner.
Maintained clean and orderly reception area to impress and welcome visitors.

Customer relations Coordinator

Oceania Cruises - Southampton
August 2014 to January 2016

Creating and booking shore excursions for guests
Taking large sums of money daily
Taking many incoming calls a day
Answering a large amount of emails
Problem solving
Working on my own initiative
Dealing with complaints
Having the responsibility of compensation when necessary
Meetings with the director of the company to update or discuss requirements for a specific sailing and recent difficulties with guests
Traveling at short notice to do a ship visit
Maintained and built positive client relationships.
Led steady and productive operations.
Assisted team members and customers in finding products.
Implemented new process and reduced wasted resources.

Improved client consultations and determined needs through team management.
Customised customer experiences to build brand loyalty.

Head Receptionist/HR

Apex Care - Romsey

March 2010 to August 2014

Taking 100+ calls a shift (between 3 receptionist)
Dealing with elderly and unwell patients daily
Making sure carers were on time and chasing them if not
Updating patient details
Interviewing soon to be carers
Making sure carers had up to date training
Taking minutes in meeting
Implemented and maintained set standards within front desk and acted as brand ambassador.
Provided guests with warm and friendly greeting using exceptional rapport building skills.
Delivered customer service training for reception staff.

Secretary

Harris Walters - Winchester

May 2007 to February 2010

Answering many calls in a day
Typing out letters to large company directors
General filing
Taking minutes in meetings
Traveling to companies with the director to take notes when they were in a meeting
Organising the directors day to day diary
Helping the accountant with an overflow of work
Guided teams in product merchandising and inventory management.

Office Junior/Secretary

Kirkland Solicitors

January 2005 to May 2007

Answering incoming calls
Sending and giving out the post
Typing out letters to clients and courts
Ordering of supplies
Learned to take minutes in meetings

Trainee Hairdresser

Mane Event - Romsey

June 2002 to January 2005

Working closely with clients
Washing and drying clients hair
Making drinks and making sure the customer was comfortable
Making appointments
Keeping the diary up to date
Cleaning
Ordering of supplies

Money handling
Banking

Education

GCSEs in Maths

Romsey Community School
2004

Skills

- Effective decision-maker File maintenance
Fair and impartial judge Polite client care
Customer service strategies Appointment management
Complaint investigations Professional appearance
Public relations Data entry
Escalated complaints handling Office resource management
Customer relationship building Data confidentiality
Multi-line telephone skills Prioritisation and time management
Business operations understanding Audio typing
PC and Mac proficient