

## Curriculum Vitae

Laura Justine Margaret Rose Carey

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### CUSTOMER SERVICE PROFESSIONAL

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#### Profile

- More than 7 years' successful experience in business and support with recognised strengths in problem-solving and trouble-shooting, sales staff support and planning/implementing proactive procedures and systems to avoid problems in the first place.
- Possess solid managerial skills.
- Excellent marketing skills and knowledge,
- Ability to train, motivate and supervise customer service and employees.
- A team player, acknowledged
- Develop plan, conduct audits and analyse.

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#### Synopsis of Achievements

- Increased customer retention year on year adding to year on year profits
- I utilise persuasion/mediation skills.
- Proactive planning led to notable increase in morale in all departments.
- Created customer satisfaction survey, drastically reducing potential problems.

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#### Employment

##### *First Class Training*

*Mini Mangoes workshops designed to teach and motivate teen parents in healthy eating and*

*Functional skills (community project) 2010-date*

- Design and implement a programme for teen parents,
- Promote self development and use of functional skills, in a variety of contexts
- Deliver programme to candidates
- Give feedback and set goals for achievement

In this setting I worked alongside a community project, we developed and delivered a training programme designed to promote healthy eating,

Participants were informed about a healthy food,

Asked then to research a recipe, either online or in a book

Create the dish at home and share with the class

Each week a different participant would show the class what they made and cook alongside them.

##### *Workshops designed to teach the fundamentals of running a business and cleaning*

- Design and develop training programmes for Her business centre.

- Work alongside other organisations in developing programmes.
- Consultancy
- Apply for accreditation for programmes.

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2004- Present

***First class cleaning and maintenance ltd***  
**Domestic and commercial cleaning company.**

Cleaning mainly for the elderly we work along side age concern and other agencies as well as cleaning for other sectors of the community

- Managing director
- Train and induct staff
- Liaise with clients
- Source new clients
- Maintain accounts
- Motivate staff
- Maintain records
- Conduct audits
- Marketing
- Maintain standards.
- Liaise with new customers
- Support sales reps in opening new accounts and upgrading existing service.
- Quickly and effectively solve customer challenges.
- Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.
- Maintain funding and look for funding opportunities.

**Just Learning Nursery: Nursery Room Leader**

2004 – 2005

- Plan and supervise activities such arts and crafts, music and cooking
- Promote the learning of number skills through activities like counting games and singing
- Reading stories and developing language skills
- Helping children with fundamentals such as dressing and using cutlery to meet OFSTED educational guidelines
- Working to strict health and safety guidelines
- Working alongside parents and reporting on their child's development
- Supervisory duties such as delegating tasks and overseeing trainees

***Residential Social Worker***

2003 – 2004

- Maintaining and supporting four children aged 1-4 years of age
  - Promoting physical, emotional and mental development
  - Assessing each child's needs and progress and setting behaviour boundaries
  - Providing physical care and creating a safe and positive living environment
  - Keeping records and writing reports
  - Working with other health care professionals and liaising with residents' families
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***Loughton Montessori Nursery: Nursery Nurse***  
2002 – 2003

- helping children with their learning, play, educational and social development;
  - feeding, washing and cleaning young children;
  - record keeping;
  - supporting workers in community settings;
  - making and maintaining learning materials and resources.
- Same duties as previous posting  
Gained NVQ 3 in child care

**Education**

***London school of academics*** 2010  
Preparing to teach life long skills  
Diploma in teaching life long skills 2010- 2011

***Tutor care***

CIEH Level 4 health and safety in the workplace 1/11/2010 - date  
Final exam Nov 2011

CIEH health and safety level 2 09/10/10

Hackney college 14/05/10

***British institute of cleaning science***

Cleaning operators proficiency Certificate  
Stage 1  
A2, A3, A15, AA1,AA2,C2, C3, C5 E4, F4

NVQ level 3 child care 2002

Education

2000 – 2002 Training network group, Barking NVQ 3 Child Care  
1995 – 2000 Hainault Forest High School, Ilford GCSE English Language C  
GCSE English Literature C  
GCSE Mathematics D  
GCSE Science C  
GCSE French C  
GCSE Drama D  
GCSE Textiles D  
2000 – 2002 Hainault Forest High School, Ilford A Level Psychology D

***A Level Sociology D***

***Interests***

I enjoy travelling, meeting and working with different types of people. Theatre and music are my favourite past times.

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**References Upon Request**