

**Full Name** Diana Redgwell

**Address** Unit 2, 18-20 Longueville Road  
Lane Cove 2066

**Contact telephone:** 0415870431

**Education & Qualifications** City & Guilds Level 2 Principles of Business & Administration  
Management  
City & Guilds IT Certification via Cambridge College  
Photography diploma in Smartphone photography  
Certificate in Paediatric Epilepsy Awareness Course  
TAFE College Certificate for Computer Studies (Pascal)  
Higher School Certificate Sydney Australia\_

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### **Career Snapshot**

**September 2017 – 24x7 Taxi Services UK Stansted Airport**  
**April 2017** Perry Ellis Group (Europe)  
**May 2016 -October 2017** Quadrant / Chelmsford Star Co-op  
**May 2015 -April 2016 –** BP Forecourt  
**October 2007 –April 2015** CJ Townrow & Son  
**March 2014 -October 2017** Dkradmin.com  
**June 2010 -March 2017 -** Fargolink  
**September 2009 - April 2010 -**First Advantage UK  
**September 2007– July 2009** VOSA (Vehicle Operator Services  
Agency UK)  
**May 2006 -March 2006–** Safestyle UK  
**July 2005 -** Insure & Go Insurance Brokers

### **Key Strengths**

*On the basis of my extensive experience in customer services and administration, and my past qualification in business administration. I have developed the following skills;*

- *Fluent in French, German and English*
- *Highly developed communication skills*
- *Flexible and adaptable approach*
- *Exceptional data entry skills*
- *Excellent time management skills*
- *Professional manner at all times*
- *Highly developed cash handling skills*
- *Maturity, responsibility to work efficiently*
- *Dedication to complete daily tasks*
- *An organized and methodical approach*
- *Ability and willingness to learn new things*

### ***Personal Qualities***

*A positive and flexible approach to all that I do, with the ability to stay calm under pressure. A genuine interest in helping people, with patience, empathy and a non judgmental attitude. Excellent communication and people skills with the ability to manage time effectively and prioritise tasks. Seeking employment opportunities in an administrative / customer focused role where I can utilise my skills and learn new and challenging ones.*

### ***Career Details***

#### ***Customer/Service Administrator***

#### ***Focus of the Role***

*Perry Ellis International Inc., is a leading designer, distributor and licensor of a broad line of high quality men's and women's golfing apparel and accessories*

#### ***Perry Ellis Group (Europe)***

*Responsible for communicating with the sales rep and following up on orders that he had placed and occasionally updated him of any changes to the orders requested by his customers whether it was an additional item or a cancellation either by telephone, fax or email*

#### ***Key Achievements***

*Increased brand awareness of various brands and products  
Grew personal relationships with various customers as well as that of sales reps.*

#### ***Sunday Customer***

#### ***Focus of the role***

**Service Assistant**  
**Quadrant Dept Store**

*Assisting customers in various departments of clothing, Home electronics and menswear, shoes and jewellery.*

**Key Achievements**

*Increased sales on various brands of clothing including Super Dry clothing and other in house branded products*

**Main Responsibilities**

*Cashing up of tills morning & evening, tidying up of clothing department, keeping work station neat and tidy by dusting and hoovering*

**VOSA**  
**Vehicle Operator**  
**Services Agency**

**Focus of the Role**

*UK based automotive testing station for various PSV's and HGV's as well Vehicle identity checks done on second hand vehicles to ensure of road worthiness as well as complying with TFL standards.*

**Key Achievements**

*Assisting the DVLA in Wales of incorrect registration numbers and providing customers with the best customer service experience by telephone or face to face.*

**Main Responsibilities**

*Ensuring that all testing cards had been printed off for that day with the relevant information needed by the testers All VIC's had been input on data base and that all payments had been made before the appointment. Processing and amending of testing dates. Taking minutes at a weekly meeting.*

**Insure & Go**  
**Inbound/Outbound**

**Focus of the role**

*Insurance Brokers for all travel, car and buildings and contents as well as pet insurance.*

**Key Achievements**

*Renewals of outdated policies or insurance cover*

*for buildings & contents. Raising the quotes on Pet  
insyrance as well as car insurance.*

***Main Responsibilities***

*Getting the best quotes for customers on various insurance  
policies. Sending quotes out by email or letter or telephoning  
customers. Updating the systems database, taking calls within  
5 rings. Contacting various insurers for the best prices.*

***Referees***

***James Robertson***

*Managerial Recruitment Consultant  
Reed Global  
Chelmsford City, United Kingdom*

***Mandy Jones***

*Managerial Recruitment Consultant  
Cordant Recruitment  
Maldon, United Kingdom*

***Gino M***

*Managing Director  
Chelmsford star Co-op*